

F9EW 04 (BI101) Communicate and Engage with Victims/Survivors of Domestic and/or Sexual Abuse/Violence

Elements of competence

- BI101.1 Prepare for a meeting with a victim/survivor of domestic and/or sexual abuse/violence**
- BI101.2 Communicate with the victim/survivor regarding their situation**
- BI101.3 Take action in response to the information provided by the victim/survivor**

About this Unit

This standard is about talking to victims/survivors of domestic and/or sexual abuse/violence, particularly in the first meetings where the person has approached your organisation, possibly via a referral, including an emergency referral. It includes preparing for the meeting(s) and talking with the victim/survivor in such a way that builds trust and facilitates disclosure.

It is acknowledged that when meeting with a victim/survivor in an emergency then it may not be possible to prepare for that particular meeting in advance. The demonstrating of competence in preparing for meetings is therefore likely to be with reference to non-emergency meetings.

It is recognised that abuse can occur without physical violence, yet can be equally damaging to those affected. Throughout this standard, where the term 'abuse' is used it is taken to include instances also involving physical violence.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit — please see details overleaf.

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Specific Evidence Requirements for this Unit
Simulation:
Simulation is NOT permitted for this Unit.
The following forms of evidence ARE mandatory:
<p>Direct Observation: Your assessor or expert witness must observe you in real work activities which provide a significant amount of the Performance Criteria for most of the Elements in this Unit. For example your assessor may observe your practice during contact or at meetings with service users or other individuals within and outside your organisation to gather relevant information on the abuse/violence, risk factors, any cultural issues and available support services.</p> <p>Reflective Account/professional discussion: These will be an explanation or a description of your practice in particular situations based on current working practices. For example an account of your practice in preparation for initial contact and/or meetings with service users regarding relevant information on the abuse/violence, risk factors, any cultural issues and available support services. You could include active listening skills you demonstrated and methods of building trust and confidence through communication. You could also include an explanation of how legislation, policies and procedures affect your practice.</p>
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.</p> <p>Expert Witness: A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion or providing feedback on a reflective account. Working with Victims, Survivors and Witnesses can pose a number of challenges for direct observation of practice by assessors not based in the workplace and it is vital that expert witnesses are identified at the planning stage as they will be required to work closely with your assessor in the evidence gathering process.</p> <p>Witness testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or another key person. It is NOT appropriate to use witness testimony from any member of their family or circle of friends.</p> <p>Products: These can be copies of materials/brochures/application forms on services the candidate has gathered for the service user(s) and agency approved forms and records. Where products have not been developed or compiled by the candidate you need to provide an explanation of the contribution you made to them or your reasoning for offering them to the service user(s), eg brochures and application forms.</p> <p>Due to the nature of this Unit considerable care should be given to the inclusion of any anonymised records in your portfolio. They should remain where they are normally stored and checked for their authenticity by your assessor as well as occasionally by your Verifier. Where records are included great care should be taken to ensure they are anonymised to ensure confidentiality.</p>

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General guidance

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods (including potential products) and the tasks you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the performance criteria ALL of the knowledge and parts of the scope that are relevant to your job.
- ◆ Candidates and assessors should ensure that knowledge evidence should be integrated into the reflective accounts, direct observations and if appropriate in professional discussions. Care should be taken to avoid assessment of knowledge through set or banks of questions as they generally do not reflect real work practice.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to the current legislation, values and principles of best practice within the Community Justice Sector and in particular those staff working with victims survivors and witnesses.
- ◆ ALL evidence must relate to your own work practice.

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Knowledge Specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Legislative, regulatory and organisational requirements	
1 Legal and organisational requirements which relate to communicating and engaging with victims, and potential victims of domestic and/or sexual abuse, and their impact for your area of operations.	
2 Legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations.	
3 The role of your organisation and its services relating to tackling domestic and/or sexual abuse, including the provision of support to victims/survivors.	
4 Organisational requirements relating to allowing others to be present in discussions with victims/survivors, and the relative benefits and disadvantages that the presence of others can create.	
5 The limits of your authority and responsibility, and the actions to take if these are exceeded.	
Key, general requirements in addressing domestic/sexual abuse/violence	
6 What constitutes domestic and/or sexual abuse/violence, and its prevalence in the community.	
7 Signs of abuse and the methods used by abusers to gain power and control.	
8 The impact upon all of those affected by domestic and/or sexual abuse, including victims/survivors and children.	
9 How children may be used by abusers as part of their abuse.	
10 Typical types of information and areas of support sought by those affected by domestic and/or sexual abuse, and the sources of information available to them.	
11 The importance of being aware of your own values and beliefs, and their impact upon your ability to challenge discriminatory or potentially damaging attitudes and behaviour.	
12 How cultural, social and gender related aspects impact upon domestic and/or sexual abuse.	
13 The role of the principal external agencies and stakeholders who provide referrals and/or related support to victims/survivors of domestic and/or sexual abuse in your area.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Requirements particular to engaging and communicating with victims/survivors	
14 The actions available to you where disclosure of abuse is identified.	
15 Different styles and forms of communication that may be appropriate and the importance of building trust and empathy with victims/survivors, and the methods of achieving this.	
16 The importance of non-verbal communication, such as body language, and how different cultures use and interpret body language in different ways.	
17 Possible barriers to communication, their causes, and ways to overcome them, including the feelings and reactions which victims/survivors may have that hinder their ability to discuss abuse.	
18 Limits of confidentiality applying to your job role, and the circumstances when it is necessary to go against a victim/survivor's expressed wishes, and in such cases the importance of ensuring that they understand what is happening and why.	

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BI101.1 Prepare for a meeting with a victim/survivor of domestic and/or sexual abuse/violence

Performance Criteria		DO	RA	EW	Q	P	WT
1	Obtain and review the available information regarding the victim/survivor, including their personal circumstances, age, gender, any known risk factors and the reasons for their introduction to your services.						
2	Make contact with the victim/survivor using their preferred means of communication, where this is known, and taking into account their circumstances and associated risk to their welfare and safety.						
3	Introduce yourself and your organisation clearly and correctly, stating the reason for your call, in line with your organisation's requirements and with appropriate regard for maintaining your own safety.						
4	Identify and agree with the victim/survivor whether they wish another person to support them, where relevant, taking into account the nature and purpose of the meeting.						
5	Agree a date, time and venue for a meeting with the victim/survivor, taking into account the risk to health and safety of both you and the victim/survivor.						
6	Confirm that the victim/survivor is comfortable with the proposed arrangements.						
7	Prepare the meeting room in advance, taking into consideration the physical and emotional needs of the individual.						
8	Identify and make available relevant sources of information regarding domestic and/or sexual abuse, including the services which your organisation offers, where relevant.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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BI101.2 Communicate with the victim/survivor regarding their situation

Performance Criteria		DO	RA	EW	Q	P	WT
		1	Introduce yourself correctly and take the relevant actions towards welcoming the victim/survivor and towards encouraging them to be at ease.				
2	Explain your organisation's policy relating to confidentiality.						
3	Identify accurately the range of services which you and your organisation can offer.						
4	Ensure that all persons accompanying the victim/survivor understand their role.						
5	Invite the victim/survivor to explore their personal circumstances relevant to establishing the person's relationship with the abuser and the nature of the abuse suffered, where relevant and if appropriate.						
6	Listen actively and respond constructively and with empathy to the points made, communicating in a manner which suits the needs and ability of the victim/survivor.						
7	Treat the victim/survivor with dignity and respect, accept what they are saying and avoid being judgemental.						
8	Allow the victim/survivor to progress at their own pace, creating opportunities for those in distress to disclose abuse.						
9	Respond appropriately to any initial disclosure of abuse.						
10	Explore what problems the victim/survivor believes the abuse is causing, or has created for them.						
11	Explore those aspects that the victim/survivor would welcome help with now.						

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BI101.3 Take action in response to the information provided by the victim/survivor

Performance Criteria		DO	RA	EW	Q	P	WT
1	Identify possible services and ways forward which address the victim/survivor's needs, including their immediate welfare and safety and that of any dependents, and are in line with your organisation's procedures, and review these with the person.						
2	Take urgent and necessary steps, where relevant, to safeguard the person's immediate safety and wellbeing where this is under immediate threat.						
3	Seek, where appropriate, the consent of the victim/survivor to an agreed course of action.						
4	Explain clearly to the victim/survivor, where this is necessary, what information you may have to share with others and why, and the course of action being progressed.						
5	Agree future contact arrangements with the victim/survivor, where appropriate, ensuring that consistency is maintained in terms of those talking with the victim/survivor, in line with the person's needs and your organisation's procedures.						
6	Identify correctly where the services available from your own organisation may not fulfil the victim/survivor's needs, and where necessary, refer the victim/survivor to the appropriate agency with sensitivity and in line with your organisation's procedures.						
7	Maintain accurate and up-to-date records of points discussed and the outcomes of your discussions.						
8	Maintain confidentiality in line with your organisation's policies and procedures.						

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To be completed by the candidate

I submit this as a complete Unit

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I certify that sufficient evidence has been produced to meet all the Elements, PCs and Knowledge of this Unit.

Assessor's name:

Assessor's signature:

Date:

Assessor/internal verifier feedback

To be completed by the internal verifier if applicable.

This section only needs to be completed if the Unit is sampled by the internal verifier.

Internal verifier's name:

Internal verifier's signature:

Date: