

229 Administer documentation for the appeals process

Summary

Ensure the availability of appeals documentation, and record the appellant's details.

You will apply the following skills:

- Analysing
- Organising
- Decision making
- Reading
- Writing
- Communicating
- Using technology

Performance Indicators

You will:

Provide appeals documentation

1. Have the correct appeals documentation available
2. Make sure the appellant knows that the establishment cannot provide advice about their appeal
3. Make sure the appellant is told to contact other sources if they need further information or advice

Record the appellant's details

4. Record the appellant's details, in line with your organisation's requirements, systems and procedures
5. Inform authorised people only about the appellant
6. Refer to a higher authority if you are not sure about your role in assisting individuals with appeals

Knowledge

You will know:

1. The documentation individuals need if they are intending to appeal against their conviction and/or sentences
2. The importance of not providing individuals with advice about their appeal
3. The higher authority to whom you should refer if you are in doubt about your role in assisting individuals with appeals