

F9ER 04 (BE3) Assist Victims, Survivors and Witnesses to Manage the Effects which their Experience has had on their Lives

Elements of competence

- BE3.1 Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour**
- BE3.2 Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour**

About this Unit

This standard is about assisting victims, survivors and witnesses of offending/anti-social behaviour to manage the effects of the experience on their lives. It involves talking to individuals about what has happened, and how it has affected them, and considering what might enable them to manage their experience. It also involves assessing with individuals the further support that they or their family may need to manage the effects of their experience. The effects may be psychological, physiological or social, with impacts on personal security and safety.

The support considered may range from information, counselling and emotional support, to assistance with health care, safety, and protection.

The term 'victims, survivors and witnesses' is taken to refer to the people to whom you are providing support, and may include the family and friends of a victim, especially in the case of bereaved families.

Target Group

This standard is intended for those who work in organisations providing support and other services to victims, survivors and witnesses.

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 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 example your assessor may see you at a meeting held to assist service users to understand and learn about the services your agency can provide. Where the service user or family is under threat the necessary steps the candidate has taken to safeguard the person's immediate safety and well being.</p> <p>Reflective Account/professional discussion: These will be a explanation or a description of your practice in particular situations based on current working practices. For example an account of any referral problems and the steps taken to address these including seeking further information or allocation to another organisation for more appropriate action. 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.</p> <p>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 require 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 that your assessor has not seen. A work colleague or another key person could provide this. It is NOT appropriate to use witness testimony from any member of their family or circle of friends.</p> <p>Products: These can be referral or initial assessments records, records of any meetings, 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 assisting victims, survivors and witnesses and assessing their needs for further support, 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, and the services which it provides in supporting victims, survivors and witnesses.	
4 The organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made.	
5 Organisational requirements relating to allowing others to be present in discussions with victims/survivors/witnesses, and the relative benefits and disadvantages that the presence of others can create.	
6 The limits of your authority and responsibility, and the actions to take if these are exceeded.	
Working with victims, survivors and witnesses	
7 The impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality.	
8 Reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience.	
9 The nature of secondary victimisation and how this can be prevented.	
10 How to assess needs and determine the type of services that are necessary to meet them.	
11 The ways in which stereotyping and discrimination might affect the assessment of individuals' needs, and how to guard against this.	
12 The needs of those who have experienced crime and who may be particularly vulnerable.	
13 Why it is important to involve those with parental responsibilities in work with children who have been affected by crime and/or anti-social behaviour.	
14 How to apply for criminal injuries compensation.	
15 How to access legal advice.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Working with victims, survivors and witnesses (cont)	
16 The options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned.	

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BE3.1 Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour

Performance Criteria		DO	RA	EW	Q	P	WT
1	Hold meetings in an appropriate and safe environment for the individual, taking into account their physical and emotional needs.						
2	Introduce yourself correctly and take the relevant actions towards welcoming the victim/survivor/witness and towards encouraging them to be at ease.						
3	Explain your organisation's policy relating to confidentiality.						
4	Identify accurately the range of services which you and your organisation can offer.						
5	Ensure that all persons accompanying the victim/survivor/witness understand their role.						
6	Provide reassurance to individuals that although their feelings and reactions are unique to them as individuals, they are normal and common responses to the experience of crime or anti-social behaviour.						
7	Seek advice promptly from an appropriate colleague if the individual's distress or other reaction indicate an inability to cope and a possible need for more specialised help, and/or where individuals suggest that their distress or other reactions are affecting the safety and well-being of themselves, and possibly that of their children or others.						
8	Assist individuals to identify and to explore those aspects of their lives affected by their experience and determine those which are priorities to address.						
9	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/witness.						
10	Treat the victim/survivor/witness with dignity and respect, accept what they are saying and avoid being judgemental.						

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BE3.1 Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour (cont)

Performance Criteria (cont)		DO	RA	EW	Q	P	WT
11	Assist individuals to identify what they feel able to manage themselves and where they need support from others.						
12	Identify possible services and ways forward which address the victim/survivor/witness' needs, including their welfare and safety and that of any dependents, and are in line with your organisation's procedures, and review these with the person.						
13	Take the necessary steps, where relevant, to safeguard the person's immediate safety and wellbeing where this is under threat.						
14	Explain to the individual what will happen next and seek, where appropriate, the consent of the victim/survivor/witness to an agreed course of action.						
15	Assist individuals to decide for themselves the options that would help them most.						
16	Maintain accurate and up-to-date records of points discussed and the outcomes of your discussions.						
17	Maintain confidentiality in line with your organisation's policies and procedures.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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BE3.2 Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour

Performance Criteria		DO	RA	EW	Q	P	WT
1	Assess with individuals their progress in managing their experience of crime or anti-social behaviour, in a manner which acknowledges their right to decide what constitutes progress, and to recover at their own pace.						
2	Assess with individuals whether the support and other services they chose to help them are working in practice.						
3	Assist individuals to decide if they want to modify, or to stop, the support or other services they are receiving.						
4	Seek advice and support from an appropriate person if you are unsure about what action should be taken, for example, when an individual declines support, but are clearly in need of help.						
5	Agree with individuals the steps to take next, and when this will be reviewed.						
6	Maintain accurate and up-to-date records of the individual's decisions about the support and other services they require, the agreed next steps and the resulting actions to take, in line with your organisation's requirements.						

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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: