

F9FX 04 (GK101) Provide Access to Information for Victims/Survivors of Domestic and/or Sexual Abuse/Violence

Element of competence

GK101.1 Provide access to information for victims/survivors of domestic/sexual abuse/violence

About this Unit

This Unit is about providing access to information for victims/survivors of domestic and/or sexual abuse/violence. It includes helping victims/survivors to identify their information needs, and assisting them to obtain the information and support required. When providing support, this is done within the boundaries of your responsibilities and is not intended to cover the more formal process of counselling.

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 example addressing a meeting to identify with other agencies where the victim/survivor may be referred to ensure best access to information or support. You may review the effectiveness of support provided with your team or supervisor as per organisational procedures.</p> <p>Reflective Account/professional discussion: These will be a description of your practice in particular situations based on working practices. How you engaged in a relationship with the victim/survivor to determine how successful any intervention is, and how to monitor any change to circumstances that may cause concern for victims/survivors safety. You should include in your account legislation and best practice affecting your work 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. Any materials you gather for the service user. The use of case files, suitably anonymised, for survivor/victim if appropriate may be used as a source of evidence. 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 form.</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.
- ◆ Candidates must comply with local Child Protection or Adult protection Guidelines in relation to reporting procedures at all times.
- ◆ 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 the 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 impacting upon the provision of information to victims/survivors 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 information/support to victims/ survivors.	
4 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	
5 What constitutes domestic and/or sexual abuse/violence, and its prevalence in the community.	
6 Signs of abuse and the methods used by abusers to maintain power and control.	
7 The impact upon all of those affected by domestic and/or sexual abuse, including victims/survivors and children.	
8 How children may be used by abusers as part of their abuse.	
9 Typical types of information and areas of support sought by victims/survivors and the sources of information available to assist with such requests.	
Requirements particular to providing access to information	
10 Ways of providing information which facilitate effective decision-making and action planning by victims/survivors.	
11 The principal agencies to which requests by victims/survivors for information and support might be referred, and the arrangements for doing this.	
12 The importance of maintaining the victim/survivor's right to make their own decisions, and techniques for allowing this.	
13 The actions available to you where disclosure of abuse is identified.	
14 The sources available to you of resources which may be necessary to enable a victim/survivor to access the information which they require, including resources towards assisting those with physical or mental difficulties.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Requirements relating to communicating with victims/survivors	
15 The importance of building trust and empathy with victims/survivors and the methods for achieving this.	
16 Different styles and forms of communication that may be appropriate when talking to victims/survivors, and 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 disclose abuse.	
18 The importance of being aware of your own values and beliefs, and how these might influence how to provide information and support to others.	
19 The importance of ensuring that you do not impose your own values and beliefs upon others.	
20 Limits of confidentiality applying to your job role and the circumstances where 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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Performance Criteria	DO	RA	EW	Q	P	WT
1 Establish and assess the information sought by victims/survivors.						
2 Identify appropriate and relevant sources of information, and access these where required, in line with your organisation's procedures.						
3 Identify, where necessary, other agencies to which the victim/survivor could be referred for the information and support required, and provide the relevant contact details correctly.						
4 Review the information provided with the victim/survivor, and explore objectively the options available, considering their relative advantages and disadvantages.						
5 Maintain the victim's confidentiality where required, in line with your organisation's procedures.						
6 Plan, and agree with the victim/survivor, how any ongoing support will be provided, including future meetings and contact details.						
7 Use appropriate forms and styles of communication, suited to the needs and abilities of individuals.						
8 Listen actively, encourage questions, answering these fully and honestly, and confirm that the victim/survivor understands the information provided.						
9 Treat the victim/survivor with dignity and respect.						
10 Ensure that advice and information is provided in an appropriate and safe environment for the victim/survivor.						
11 Work within your own levels of responsibility and authority, and refer to relevant others where appropriate.						
12 Evaluate the nature and effectiveness of the information and support provided, and use this to influence positively the future support which you provide.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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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: