



Unit Specification for Regulated Qualifications

Unit title	Establish Details and Contact Regarding New or Repeat Victims and Witnesses
Unit Level	3
Credit	5
Guided Learning Hours	20
SQA Unit code	H492 57
Regulator Unit code	Y/602/6262
Publication date	December 2017
Unit owner and reference	Skills for Justice SfJ DE6
Version	01

History of changes to unit

Version	Description of change	Date

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Unit purpose

This unit is about reviewing the available information regarding new or repeat victims and witnesses, making contact and providing them with relevant information.

NOTE: Where the text refers to 'Victim Personal Statements' these are known as 'Victim Personal Statements' in England, Wales and Northern Ireland and 'Victim Statements' in Scotland.

There are three elements:

- 1 Review the available information regarding new or repeat victims and witnesses.
- 2 Make contact and establish rapport with victims and witnesses.
- 3 Confirm details and provide information regarding the process.

Target Group

This unit is for Witness Care Officers and others whose responsibilities include establishing contact with new or repeat victims and witnesses.

Statement of standards

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Learning outcomes	Assessment criteria
The learner will:	The learner can:
1 Review the available information regarding new and repeat victims and witnesses.	1.1 Familiarise yourself with the circumstances of the case. 1.2 In the case of victims, establish whether a Victim Personal Statement has been taken. 1.3 Establish whether the witness is a victim or otherwise. 1.4 Review the available information and determine whether the witness may be vulnerable, intimidated and/or significant. 1.5 Use your findings to plan your approach towards contacting the witness. 1.6 Identify the information to be sought from the witness.

Learning outcomes	Assessment criteria
The learner will:	The learner can:
<p>2 Make contact and establish rapport with victims and witnesses.</p>	<p>2.1 Use appropriate communication techniques to contact the witness.</p> <p>2.2 Greet witnesses and introduce yourself, your role and the reason for your call correctly, concisely and clearly.</p> <p>2.3 Communicate in a professional manner, and at a level and pace which promotes understanding.</p> <p>2.4 Listen actively, encourage questions and check for understanding.</p> <p>2.5 Seek to put the witness at their ease.</p>
<p>3 Confirm details and provide information regarding the process.</p>	<p>3.1 Supply information regarding the criminal justice process to the witness relevant to their case in line with legislation, relevant guidance and current policy.</p> <p>3.2 Establish contact details and the witness' preferred means of communication.</p> <p>3.3 Confirm the relevant details of the case and obtain any further required information, ensuring that the details obtained are not evidential.</p> <p>3.4 Refer any queries or concerns.</p> <p>3.5 Deal with individuals in an ethical manner.</p> <p>3.6 Maintain accurate and up to date records.</p>

Equality and inclusion

This unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Additional information about the unit
Unit purpose and aim(s)
<p>This unit is about reviewing the available information regarding new or repeat victims and witnesses, making contact and providing them with relevant information.</p> <p>NOTE: Where the text refers to 'Victim Personal Statements' these are known as 'Victim Personal Statements' in England, Wales and Northern Ireland and 'Victim Statements' in Scotland.</p> <p>There are three elements:</p> <ol style="list-style-type: none"> 1 Review the available information regarding new or repeat victims and witnesses. 2 Make contact and establish rapport with victims and witnesses. 3 Confirm details and provide information regarding the process. <p>Target Group</p> <p>This unit is for Witness Care Officers and others whose responsibilities include establishing contact with new or repeat victims and witnesses.</p>
Unit start date
1 May 2013
Details of the relationship between the unit and relevant national occupational standards (if appropriate)
SfJ DE6 — Derived directly from the NOS.
Details of the relationship between the unit and other standards or curricula (if appropriate)
N/A
Assessment requirements specified by a sector or regulatory body (if appropriate)
Refer to the Skills for Justice Assessment Strategy.
Endorsement of the unit by a sector or other appropriate body (if required)
N/A
Location of the unit within the subject/sector classification system
1.4 Public services