



Unit Specification for Regulated Qualifications

Unit title	Undertake Needs Assessments of Victims and Witnesses
Unit Level	3
Credit	5
Guided Learning Hours	20
SQA Unit code	H493 57
Regulator Unit code	D/602/6263
Publication date	December 2017
Unit owner and reference	Skills for Justice SfJ DE7
Version	01

History of changes to unit

Version	Description of change	Date

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Unit purpose

This unit is about undertaking a needs assessment of victims and witnesses. It includes determining relevant circumstances, assessing the associated needs and making contact with the relevant agencies.

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 Determine relevant circumstances and identify associated needs.
- 2 Provide reassurance to victims and witnesses.
- 3 Make contact with relevant agencies.

Target Group

This unit is for Witness Care Officers and others whose responsibilities include undertaking needs assessments of victims and witnesses in preparation for their appearing in court.

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 Determine relevant circumstances and identify associated needs.	1.1 Confirm that the witness understands their role and the procedures with which they will be involved and procedures, and the facilities and services available to them. 1.2 Review the information available and monitor the witness' responses to you, and identify any indicators of possible need , that may require to be addressed. 1.3 Recognise whether a Victim Personal Statement needs to be obtained during the course of the case if circumstances change. 1.4 Explore with the witness whether they require any support, including emotional, practical or protection, whilst waiting to give evidence, or at court.

Learning outcomes The learner will:	Assessment criteria The learner can:
	<p>1.5 Identify those witness needs to be addressed and the relevant actions required.</p> <p>1.6 Address witness requirements for medical care and welfare in accordance with your organisation's requirements.</p> <p>1.7 Meet requirements towards addressing abusive and aggressive behaviour against witnesses in accordance with current guidelines and codes of practice.</p> <p>1.8 Record all information provided in accordance with current policy and legislation.</p>
<p>2 Provide reassurance to victims and witnesses.</p>	<p>2.1 Use appropriate communication techniques and seek to put the witness at their ease.</p> <p>2.2 Maintain flexibility in response to the witness' behaviour and attitude.</p> <p>2.3 Encourage questions, check for understanding, and provide clarification where necessary.</p> <p>2.4 Explain clearly and accurately to the witness the next steps in the process and how they might contact you if they have any questions, or require further support.</p> <p>2.5 Deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights.</p>

Learning outcomes	Assessment criteria
The learner will:	The learner can:
<p>3 Make contact with relevant agencies.</p>	<p>3.1 Update relevant others on the outcomes of the assessment.</p> <p>3.2 Take, or arrange, the required action promptly to address the needs identified, including seeking immediate support where the individual is particularly distressed or there are signs of intimidation or threat.</p> <p>3.3 Ensure that an accurate summary of the assessment is prepared in accordance with current policy and legislation.</p> <p>3.4 Ensure that the integrity and security of records is maintained, and undertake effective measures to prevent disclosure of any witness details.</p> <p>3.5 Document fully all relevant details in accordance with current policy and legislation.</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 undertaking a needs assessment of victims and witnesses. It includes determining relevant circumstances, assessing the associated needs and making contact with the relevant agencies.</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 Statement's' in Scotland.</p> <p>There are three elements:</p> <ol style="list-style-type: none"> 1 Determine relevant circumstances and identify associated needs. 2 Provide reassurance to victims and witnesses. 3 Make contact with relevant agencies. <p>Target Group</p> <p>This unit is for Witness Care Officers and others whose responsibilities include undertaking needs assessments of victims and witnesses in preparation for their appearing in court.</p>
Unit start date
1 May 2013
Details of the relationship between the unit and relevant national occupational standards (if appropriate)
SfJ DE7 — 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