



Unit Specification for Regulated Qualifications

Unit title	Monitor and Arrange Support for Victims and Witnesses Towards Ensuring Attendance at Court
Unit Level	3
Credit	5
Guided Learning Hours	20
SQA Unit code	H495 57
Regulator Unit code	A/602/6285
Publication date	December 2017
Unit owner and reference	Skills for Justice SfJ DE9
Version	01

History of changes to unit

Version	Description of change	Date

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Unit purpose

This unit is about ensuring that the relevant support is provided to victims and witnesses. It includes monitoring the needs of the victims and witnesses as the trial approaches, and, where appropriate, arranging pre-trial visits for victims and witnesses.

There are two elements:

- 1 Fulfil requirements for services and support.
- 2 Arrange pre-trial visits.

Target Group

This unit is for Witness Care Officers and others responsible for monitoring the needs of victims and witnesses, and for arranging pre-trial visits.

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 Fulfil requirements for services and support.	1.1 Maintain contact with witnesses in line with current policy and in accordance with the needs of the witness. 1.2 Monitor the needs of the witness and identify promptly any changes to their circumstances affecting their requirements for services and support. 1.3 Establish how the witness will travel to court, where relevant, and any associated barriers to their attendance due to the need to travel. 1.4 Identify the types and sources of support that are most likely to be effective in meeting the witness' identified needs, including those addressing emotional, practical and protection requirements. 1.5 Record accurately identified changes in circumstances, and their implications, and refer these to the relevant person(s) promptly.

Learning outcomes The learner will:	Assessment criteria The learner can:
	<p>1.6 Record agreed solutions towards meeting witness needs, and make the relevant arrangements to action the solutions.</p> <p>1.7 Refer the case promptly to the relevant person, where a witness refuses to attend court, with recommendations, where relevant, regarding appropriate action.</p> <p>1.8 Maintain and update the contact directory of available suppliers of services to witnesses.</p>
<p>2 Arrange pre-trial visits.</p>	<p>2.1 Offer individuals the opportunity to visit an empty courtroom to enable them to familiarise themselves with its appearance, where one is available, and where you consider it appropriate.</p> <p>2.2 Liaise with Witness Services to arrange pre-trial visits where these are requested by witnesses, so that they can explain the likely processes and procedures in the courtroom, the available facilities, and the roles and responsibilities of those involved.</p> <p>2.3 Liaise with the witness and with Witness Services following the pre-trial visit to establish that no further concerns or needs have arisen.</p> <p>2.4 Deal with these promptly and correctly, where further concerns or needs are identified.</p> <p>2.5 Encourage questions, check for understanding and provide clarification where necessary.</p> <p>2.6 Maintain a helpful and professional manner, and deal with individuals in line with organisational requirements.</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 ensuring that the relevant support is provided to victims and witnesses. It includes monitoring the needs of the victims and witnesses as the trial approaches, and, where appropriate, arranging pre-trial visits for victims and witnesses.</p> <p>There are two elements:</p> <ol style="list-style-type: none"> 1 Fulfil requirements for services and support. 2 Arrange pre-trial visits. <p>Target Group</p> <p>This unit is for Witness Care Officers and others responsible for monitoring the needs of victims and witnesses, and for arranging pre-trial visits.</p>
Unit start date
1 May 2013
Details of the relationship between the unit and relevant national occupational standards (if appropriate)
SfJ DE9 — 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