

SVQ in Court Operations level 2

Candidate Recording Forms

Award Code: G8T5 22

Candidate name:

Publication code: Z0233

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Candidate disclaimer

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I confirm that the content of this portfolio is my own work.

Candidate signature	
Candidate name (print)	
Date	



G8T5 22 — Court Operations level 2

Award/Unit Summary Sheet

Candidate Name: _____

Assessor Name: _____

SQA Unit Number	SSC Unit Number	Title	Date Completed	Assessor Signature	Candidate Signature	IV Signature
Mandatory (all to be attained)						
F2ST 04	DC1	Prepare the Court/tribunal Room for Proceedings				
F2T0 04	DC2	Provide Support to Those about to Attend Courts/tribunals				
F2T5 04	DC4	Maintain Public Orders and Protocols at Courts/Tribunals				
DR64 04	HA1	Manage Your Own Resources				
F297 04	AA1	Promote Equality and Value Diversity				
Optional Units (two further Units to be attained from here)						
F2SF 04	DB6	Address Requirements for Special Arrangements at Court/tribunals				
F2T3 04	DD2	Support Jurors at Court				
F2T2 04	DH1	Respond to Enquiries Regarding Court/tribunals				
F05P 04	HF5	Resolve Customer Service Problems				
F2SP 04	AG1	Maintain Personal Security and Safety, and be Alert to the Security of Others				
DJ54 04	ZH1	Use IT Systems 1				
Name of Internal Verifier Signature: _____			Date: _____			
Intimated to SQA for award certificate Signature: _____			Date: _____			

Element Summary Sheet

Element	Title	Date completed
DC1.1	Prepare the court/tribunal room for proceedings	
DC2.1	Confirm the relevant parties are present	
DC2.2	Provide information and support to those attending courts/tribunals	
DC2.3	Ensure that parties are directed to the relevant court/tribunal	
DC4.1	Maintain public order and protocols at courts/tribunals	
HA1.1	Manage your own resources	
AA1.1	Promote equality and value diversity	
DB6.1	Identify the special arrangements required	
DB6.2	Organise the required special arrangements required	
DD2.1	Identify and prepare jurors attending court	
DD2.2	Address the needs of jurors at court	
DH1.1	Address queries regarding court/tribunal services and proceedings	
DH1.2	Present a positive image of the court/tribunal services	
HF5.1	Spot customer service problems	
HF5.2	Pick the best solution to resolve customer service problems	
HF5.3	Take action to resolve customer service problems	
AG1.1	Manage your personal security and safety	
AG1.2	Contribute to maintaining the security of colleagues and premises	
ZH1.1	Use IT systems	

Unit DC1

Prepare the Court/tribunal Room for Proceedings

Element	Element Title	Portfolio Reference					Confirmations
DC1.1	Prepare the court/tribunal room for proceedings						
Performance Evidence							
DC1.1.1	Identify correctly the room(s) to be used and the facilities required.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
DC1.1.2	Identify correctly the numbers of personnel, including court officials and other parties, likely to be present.						
DC1.1.3	Determine the court officials presiding over the hearing and identify any particular seating arrangements or facilities required.						
DC1.1.4	Ensure that all required seating is available, and laid out according to the needs of the hearing.						
DC1.1.5	Check that the room has been serviced, with all waste removed, taking the relevant actions to address any aspects remaining.						
DC1.1.6	Ensure that all facilities are clean and in good repair.						
DC1.1.7	Report promptly and correctly any damaged or faulty facilities to the relevant person.						
DC1.1.8	Identify the requirements for refreshments and make these available, including the necessary number of glasses and filled water jugs.						
DC1.1.9	Ensure that recording equipment is ready for use, with sufficient blank tapes available.						
DC1.1.10	Determine correctly where special arrangements are required, and take the necessary actions to ensure that relevant equipment and facilities are provided.						
DC1.1.11	Demonstrate behaviour which shows respect, helpfulness and cooperation.						
DC1.1.12	Ensure that the court/tribunal room is prepared in good time to allow proceedings to begin on schedule.						

Unit DC1

Prepare the Court/tribunal Room for Proceedings

Element	Element Title	Portfolio Reference					Confirmations
DC1.1	Prepare the court/tribunal room for proceedings						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to preparing court/tribunal rooms, covering those for the different types of hearings within your scope of responsibility.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Seating layout and facilities appropriate for the different types of hearings within your scope of responsibility.						
3	Any particular seating arrangements and/or facilities required by particular court officials for those hearings within your scope of responsibility.						
4	The relevant person(s) to contact to arrange for the servicing of rooms and how to do this.						
5	The relevant person(s) to contact to arrange for the general maintenance of facilities, and to arrange for any faulty or damaged facilities to be addressed.						
6	The principal types of special arrangements that may be required and the procedures for arranging for these to be made available.						

Unit DC1

Prepare the Court/tribunal Room for Proceedings

Evidence Requirements

To achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within either a criminal or civil court. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Evidence for this Unit may include:

- ◆ observation
- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit DC1

Prepare the Court/tribunal Room for Proceedings

Notes/Comments

Assessor Statement

I confirm as the candidate's assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate's competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC2.1	Confirm that relevant parties are present						
Performance Evidence							
DC2.1.1	Identify the parties, including any witnesses arriving to attend a hearing.						Candidate Signature/Date: _____
DC2.1.2	Establish correctly the hearing that they are to attend, and identify its type, location, and scheduled time.						
DC2.1.3	Establish if those attending have any information, not made available previously, which needs to be made available to court officials, and where relevant ensure that this reaches the correct person(s) promptly.						Assessor Signature/Date: _____
DC2.1.4	Determine whether all expected parties have arrived, and where any key individuals are missing, address this promptly and correctly.						_____
DC2.1.5	Ensure that members of the public attending court/tribunal are aware of the location of those facilities available to them within the building.						IV Signature/Date: _____

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC2.1	Confirm that relevant parties are present						
Knowledge and Understanding							
1	Current organisational requirements and procedures relevant to addressing, preparing and supporting those arriving for court/tribunal.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The principal types of information which might be brought by those attending a court/tribunal, and how to deal with these correctly.						
3	The rights, roles and responsibilities of all parties, such as appellants, respondents, witnesses and others, attending the types of hearings within your area of responsibility.						
4	The range of facilities within the building available to those members of the public attending, including, for example, toilets, waiting/refreshment areas, telephones and fire exits.						
5	Emergency procedures for evacuating the building, and your role and responsibilities in the event of an emergency.						

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC2.2	Provide information and support to those attending courts/tribunals						
Performance Evidence							
DC2.2.1	Explain the relevant court/tribunal proceedings, covering those affecting the particular person(s) attending, including where they will be seated and the procedures that they will be expected to follow during the court/tribunal.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
DC2.2.2	Explain relevant codes of behaviour and court/tribunal protocols.						
DC2.2.3	Assess whether any person(s) attending requires support, including emotional, practical or protection, whilst within the court/tribunal building.						
DC2.2.4	Identify and agree with any person(s) requiring support the assistance needed, and agree and take the relevant actions to address their needs.						
DC2.2.5	Present information clearly, concisely and accurately, and in ways which promote understanding.						
DC2.2.6	Encourage questions, check for understanding, and provide clarification where necessary.						
DC2.2.7	Answer queries accurately and clearly.						
DC2.2.8	Keep confidential information secure.						
DC2.2.9	Make time available to support others, demonstrating behaviour that shows respect, helpfulness and cooperation.						
DC2.2.10	Deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights.						

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC2.2	Provide information and support to those attending courts/tribunals						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to those members of the public attending the courts/tribunals within your area of responsibility, including for example, appellants, respondents, and witnesses.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The key roles and responsibilities of court officials within the courts/tribunals in your area of responsibility.						
3	Codes of behaviour relevant to those attending court.						
4	The types of requirements for support that may arise, and how these should be dealt with.						
5	The appropriate persons responsible for managing witness protection.						
6	How to assess whether a person attending a hearing may require support whilst in the building.						
7	How to be flexible in your approach, using various communication techniques appropriate to the behaviour and attitude of the persons attending the court/tribunal.						

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC2.3	Ensure that parties are directed to the relevant court/tribunal						
Performance Evidence							
DC2.3.1	Direct those attending a particular court/tribunal to the correct room and waiting area appropriate to their hearing.						Candidate Signature/Date: _____
DC2.3.2	Ask attendees to ensure that any electrical devices, including mobile telephones are switched off.						Assessor Signature/Date: _____ IV Signature/Date: _____

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC2.3	Ensure that parties are directed to the relevant court/tribunal						
Knowledge and Understanding							
1	Current organisational requirements and procedures relevant to directing those attending hearings to waiting areas and to their hearing.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Evidence Requirements

To achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within either a criminal or civil court. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Your assessor will observe your performance in a court environment. Additional evidence may include:

- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit DC2

Provide Support to Those about to Attend Courts/tribunals

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit DC4

Maintain Public Order and Protocols at Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC4.1	Maintain public order and protocols at courts/tribunals						
Performance Evidence							
DC4.1.1	Monitor the behaviour of those attending the hearing, being alert to signs of potential unacceptable behaviour.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
DC4.1.2	Identify promptly instances of unacceptable behaviour and take the correct actions to contain these.						
DC4.1.3	Respond quickly to problems and circumstances requiring attention with a positive course of action.						
DC4.1.4	Ensure that verbal warnings are given to an individual displaying initial and unacceptable signs of behaviour.						
DC4.1.5	Draw the attention of the relevant authority to instances requiring physical intervention.						
DC4.1.6	Remain calm in difficult circumstances, and demonstrate respect and a professional attitude when addressing instances of unacceptable behaviour.						
DC4.1.7	Communicate clearly and concisely, and in ways which promote understanding.						
DC4.1.8	Deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights.						
DC4.1.9	Maintain your own personal safety and that of other court officials and members of the public.						
DC4.1.10	Act within the limits of your authority.						

Unit DC4

Maintain Public Order and Protocols at Courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC4.1	Maintain public order and protocols at courts/tribunals						
Knowledge and Understanding							
1	Current organisational requirements and procedures for maintaining public order within hearings.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The persons/authorities responsible for managing public order within hearings, including their particular roles and levels of responsibility.						
3	The principal types of public disorder and how to recognise these.						
4	The importance of recognising the signs of potential disorder at an early stage, and how to do this.						
5	The importance of remaining calm when managing difficult situations.						
6	Your own role and level of responsibility in maintaining public order.						

Unit DC4

Maintain Public Order and Protocols at Courts/tribunals

Evidence Requirements

To achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within either a criminal or civil court. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Your assessor will observe your performance in a court environment. Additional evidence may include:

- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit DC4

Maintain Public Order and Protocols at Courts/tribunals

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit HA1

Manage Your Own Resources

Element	Element Title	Portfolio Reference					Confirmations
HA1.1	Manage your own resources						
Performance Evidence							
HA1.1.1	Identify and agree the requirements of your work-role with those to whom you report.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
HA1.1.2	Discuss and agree personal work objectives with those to whom you report and agree how you will measure progress.						
HA1.1.3	Identify any gaps between the requirements of your work-role and your current knowledge, understanding and skills.						
HA1.1.4	Discuss and agree, with those to whom you report, a development plan to address any identified gaps in your current knowledge, understanding and skills.						
HA1.1.5	Undertake the activities identified in your development plan and discuss, with those to whom you report, how they have contributed to your performance.						
HA1.1.6	Obtain regular and useful feedback on your performance from those who are in a good position to judge it and to provide you with objective and valid feedback.						
HA1.1.7	Discuss and agree, with those to whom you report, any changes to your personal work objectives and development plan in the light of performance, feedback received, any development activities undertaken and any wider changes.						
HA1.1.8	Check, on a regular basis, how you are using your time at work and identify possible improvements.						
HA1.1.9	Ensure that your performance meets consistently or goes beyond agreed requirements.						
HA1.1.10	Recognise changes in circumstances promptly and adjust plans and activities accordingly.						
HA1.1.11	Prioritise objectives and plan work to make best use of time and resources.						
HA1.1.12	Take personal responsibility for making things happen.						
HA1.1.13	Take pride in delivering high quality, accurate work.						
HA1.1.14	Agree achievable objectives for yourself and give a consistent and reliable performance.						
HA1.1.15	Find practical ways to overcome barriers.						
HA1.1.16	Make best use of available resources and proactively seek new sources of support when necessary.						

Unit HA1

Manage Your Own Resources

Element	Element Title	Portfolio Reference					Confirmations
HA1.1	Manage your own resources						
Knowledge and Understanding							
General knowledge and understanding							
1	Why managing your resources (particularly knowledge, understanding, skills and time) is important.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	How to identify the requirements of a work-role.						
3	How to set work objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).						
4	How to measure progress against work objectives.						
5	How to identify development needs to address any identified gaps between the requirements of your work-role and your current knowledge, understanding and skills.						
6	What an effective development plan should contain.						
7	The type of development activities which can be undertaken to address identified gaps in your knowledge, understanding and skills.						
8	How to identify whether/how development activities have contributed to your performance.						
9	How to obtain and make effective use of feedback on your performance.						
10	How to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes.						
11	How to record the use of your time and identify possible improvements.						
Sector specific knowledge and understanding							
12	Sector requirements for the development or maintenance of knowledge, understanding and skills.						

Unit HA1

Manage Your Own Resources

Element	Element Title	Portfolio Reference	Confirmations
HA1.1	Manage your own resources		
Knowledge and Understanding (cont)			
Context specific knowledge and understanding			Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
13	The agreed requirements of your work-role including the limits of your responsibilities.		
14	Your agreed personal work objectives.		
15	The reporting lines in your organisation.		
16	Your current knowledge, understanding and skills.		
17	Identified gaps in your current knowledge, understanding and skills.		
18	Your personal development plan.		
19	Your organisation's policy and procedures in terms of personal development.		
20	Available development opportunities and resources in your organisation.		
21	Possible sources of feedback in your organisation.		

Unit HA1

Manage Your Own Resources

Evidence Requirements

The following are **possible examples** of evidence

Your evaluation of the requirements of your work role, based on both formal and informal sources:

- ◆ your role description
- ◆ notes of conversations with managers and colleagues about their expectations
- ◆ personal statement (reflections on role tasks and responsibilities)

Your personal work objectives and records of achievement against these objectives:

- ◆ notes, minutes, reports or other records of performance review or appraisal meetings, team meetings or other meetings at which you agreed your work objectives
- ◆ notes, minutes, reports or other records of performance review or appraisal meetings, team meetings or other meetings, 360° appraisal outcomes, and other formal or informal feedback on your performance
- ◆ witness statements (comments on your achievement of agreed objectives)

Assessment of your current knowledge, understanding and skills, an analysis of how well these reflect the requirements of your work role and your development plan to address any needs:

- ◆ qualification certificates and transcripts
- ◆ personality and skill inventories and assessment centre reports
- ◆ appraisal/performance review records and notes or other records of informal feedback
- ◆ development plans
- ◆ personal statement (reflections on relationship between knowledge, understanding and skills and the requirements of your work role)

Evidence of having undertaken training and development activity to meet identified development needs:

- ◆ attendance certificates and post-course evaluation reports
- ◆ witness statements (comments on your learning and its application to the work role)
- ◆ personal statements (reflections on learning and its application to the work role)

Work schedules, time plans or similar records of work activity that show task plans and reviews:

- ◆ proprietary time planner systems and self-designed schedules or plans that you have prepared
- ◆ outputs of electronic systems (eg MS Schedule) that you have prepared

Unit HA1

Manage Your Own Resources

Notes/Comments

Assessor Statement

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Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit AA1

Promote Equality and Value Diversity

Element	Element Title	Portfolio Reference					Confirmations
AA1.1	Promote equality and value diversity						
Performance Evidence							
AA1.1.1	Act in accordance with legislation, employment regulations and policies, and codes of practice related to promoting equality and valuing diversity.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
AA1.1.2	Act in ways that: <ul style="list-style-type: none"> ◆ acknowledge and recognise individuals' background and beliefs ◆ respect diversity ◆ value people as individuals ◆ do not discriminate against people 						
AA1.1.3	Provide individuals with the information they need to make informed decisions about exercising their rights.						
AA1.1.4	Provide information in a format appropriate to the individual.						
AA1.1.5	Take account of how your behaviour affects individuals and their experience of your organisation's culture and approach.						
AA1.1.6	Seek feedback from individuals on your behaviour and use this to improve what you do in the future.						
AA1.1.7	Challenge people when they are not promoting equality and valuing diversity.						
AA1.1.8	Actively help others to promote equality and value diversity.						
AA1.1.9	Seek support from appropriate sources when you are having difficulty understanding how to promote equality and value diversity.						

Unit AA1

Promote Equality and Value Diversity

Range						
<p>Help others by:</p> <ul style="list-style-type: none"> ◆ supporting them when they are promoting equality and valuing diversity ◆ sharing information about how to promote equality and value diversity 						Candidate Signature/Date:

						Assessor Signature/Date:

						IV Signature/Date:

Unit AA1

Promote Equality and Value Diversity

Element	Element Title	Portfolio Reference					Confirmations
AA1.1	Promote equality and value diversity						
Knowledge and Understanding							
1	The legislation, employment regulations and policies, and codes of practice that apply to the promotion of equality and diversity and how you need to apply these.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The benefits of diversity and the promotion of equality.						
3	The wide variety of forms that discrimination may take and how these manifest themselves.						
4	How inequality and discrimination affects individuals, groups and communities and society as a whole.						
5	Why the promotion of equality and valuing of diversity is of vital importance if you are to work effectively in the justice sector.						
6	What the promotion of equality and valuing of diversity means for you in your day-to-day work.						
7	How you can promote equality and diversity whilst protecting people from the risk of harm.						
8	Your own areas for personal growth in relation to promoting equality and valuing diversity and how this will benefit you as an individual.						
9	The effect of cultural differences on verbal and non-verbal communication.						
10	How to behave and communicate in ways that: <ul style="list-style-type: none"> ◆ support equality and diversity ◆ do not exclude or offend people ◆ challenge discrimination effectively ◆ respect individuals' differences ◆ do not abuse the status and power that you have ◆ recognise the difficulties in communication and language in your area of work 						
11	How your behaviour contributes to your organisation's culture and your responsibility for developing a positive culture for all.						

Unit AA1

Promote Equality and Value Diversity

Element	Element Title	Portfolio Reference					Confirmations
AA1.1	Promote equality and value diversity						
Knowledge and Understanding (cont)							
12	How joint working with other agencies and workers can help in the promotion of diversity.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
13	How to provide the information that individuals are entitled to receive and ensure it is clear and helpful.						
14	The actions (yours and other's) that undermine equality and diversity and what to do about this (including when these people are senior to you).						
15	What to do about systems and structures when they do not promote equality and value diversity.						
16	The actions you can take to help other people promote equality and value diversity and how to do this effectively.						
17	The actions you can take to value the people you are interacting with and enable them to interact with you.						
18	Why you should seek support when you are having difficulty promoting equality and valuing diversity, where this support can be gained and how to use it effectively.						

Unit AA1

Promote Equality and Value Diversity

Evidence Requirements

Evidence from performance

The candidate's package of evidence from their performance should be drawn from real working practices and needs to cover **all the performance criteria** and all of the aspects of **range**.

Simulations cannot be used to provide evidence for this Unit except for performance criterion 8 and range 1 where professional discussion, candidate reports and/or simulation might be used.

Evidence from Knowledge and Understanding

Candidates must provide evidence of their knowledge and understanding in the areas detailed in the Knowledge and Understanding section of the standard. Much of their knowledge and understanding will be evident in how they plan, carry out and review their work and the critical decision-making inherent in this process. Where the candidate's knowledge and understanding is not evident from their performance, it may be necessary for additional evidence of Knowledge and Understanding to be provided.

Unit AA1

Promote Equality and Value Diversity

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit DB6

Address Requirements for Special Arrangements at Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DB6.1	Identify the special arrangements required						
Performance Evidence							
DB6.1.1	Identify in advance where special arrangements may be required.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
DB6.1.2	Confirm the circumstances requiring special arrangements and the nature of the arrangements required.						
DB6.1.3	Determine and obtain the arrangements, including any associated equipment required, ahead of the hearing, confirming that it is in good working order.						
DB6.1.4	Address any problems with the availability or use of equipment promptly and correctly.						
DB6.1.5	Identify and arrange a time to set up the equipment in preparation for the hearing, ensuring that this is in good time and does not interfere with other cases to be heard.						
Range							
Cases can be either criminal or civil in courts, or tribunal cases.							Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____

Unit DB6

Address Requirements for Special Arrangements at Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DB6.1	Identify the special arrangements required						
Knowledge and Understanding							
1	The range of special arrangements available, and their relative advantages and disadvantages for the witness and the legal process.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Current organisational requirements and procedures for identifying the special arrangements to be arranged in courts/tribunals.						
3	The location of the equipment used in meeting the special arrangements.						
4	The relevant person(s) to notify where aspects of the equipment are faulty.						
5	The procedures for organising special arrangements where their requirement is raised on the day of the hearing.						

Unit DB6

Address Requirements for Special Arrangements at Court/tribunals

Element	Element Title	Portfolio Reference	Confirmations
DB6.2	Organise the special arrangements required		
Performance Evidence			
DB6.2.1	Prepare the room, confirming that the layout is suited for the special arrangements.		Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
DB6.2.2	Set up the equipment required in line with the manufacturer's instructions.		
DB6.2.3	Test the equipment and confirm that it is operating correctly.		
DB6.2.4	Notify the relevant person promptly and accurately of any faulty equipment.		
DB6.2.5	Ensure that the special arrangements are available and operational in readiness for the appropriate hearing.		
DB6.2.6	Provide full and clear instructions regarding the use of the equipment to those who will operate it during the hearing, where relevant.		
DB6.2.7	Ensure that the equipment is removed from the court/tribunal room following its use, and that it is stored correctly, in line with organisational requirements.		
Range			
	Cases can be either criminal or civil in courts, or tribunal cases.		Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____

Unit DB6

Address Requirements for Special Arrangements at Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DB6.2	Organise the special arrangements required						
Knowledge and Understanding							
1	How to set up and operate the equipment used for special arrangements in accordance with their manufacturer's instructions and with health and safety guidelines.						Candidate Signature/Date: _____
2	The importance of leaving clear instructions regarding the equipment's use, for those who are to operate the equipment whilst in court/tribunal, and how to do this.						Assessor Signature/Date: _____
3	Organisational requirements for cleaning and storing special arrangements equipment following its use.						IV Signature/Date: _____

Unit DB6

Address Requirements for Special Arrangements at Court/tribunals

Evidence Requirements

To achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within either a criminal or civil court. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Evidence for this Unit may include:

- ◆ observation
- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit DB6

Address Requirements for Special Arrangements at Court/tribunals

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit DD2

Support Jurors at Court

Element	Element Title	Portfolio Reference					Confirmations
DD2.1	Identify and prepare jurors attending court						
Performance Evidence							
DD2.1.1	Identify jurors arriving at the court building, recording their arrival, and determining correctly their relevant details and the time and court where their jury service is to start.						Candidate Signature/Date: _____
DD2.1.2	Record correctly jurors attending at each court within your area of responsibility.						
DD2.1.3	Ask jurors to ensure that any electrical devices including mobile telephones are switched off.						Assessor Signature/Date: _____
DD2.1.4	Identify requirements by individual jurors for special arrangements, including those affecting access to the courtroom, and address these correctly.						
DD2.1.5	Explain the location of those facilities available to jurors within the court/tribunal building.						IV Signature/Date: _____
DD2.1.6	Present information clearly, concisely and accurately.						
DD2.1.7	Answer queries clearly and accurately.						
DD2.1.8	Deal with individuals in an ethical manner, recognising their needs with respect for race, diversity and human rights.						

Unit DD2

Support Jurors at Court

Element	Element Title	Portfolio Reference					Confirmations
DD2.1	Identify and prepare jurors attending court						
Knowledge and Understanding							
1	Current organisational requirements and procedures for preparing, supporting and addressing the needs of jurors whilst they are in the court buildings.						Candidate Signature/Date: _____
2	Court proceedings within the courts for which you are responsible, including the principal roles of those court officials present.						
3	The role and principal responsibilities of jurors.						Assessor Signature/Date: _____
4	The principal types of special arrangements that may be required by jurors and how to provide these.						
5	The range of facilities within the court building available to jurors, including, for example, toilets, assembly area, refreshment area, telephones and fire exits.						IV Signature/Date: _____
6	Expenses that can be claimed by jurors and the process for claiming and reimbursing these expenses.						
7	Emergency procedures for evacuating the court building and your role and responsibilities in the event of an emergency.						

Unit DD2

Support Jurors at Court

Element	Element Title	Portfolio Reference					Confirmations
DD2.2	Address the needs of jurors at court						
Performance Evidence							
DD2.2.1	Monitor the needs of individual jurors at court and address these correctly, in line with court proceedings.						Candidate Signature/Date: _____
DD2.2.2	Monitor and maintain the individual security of jurors.						
DD2.2.3	Address indications of any breaches of jury integrity promptly and correctly, where necessary.						Assessor Signature/Date: _____
DD2.2.4	Ensure the safe departure of jurors as they leave the court.						IV Signature/Date: _____
DD2.2.5	Keep confidential information secure.						

Unit DD2

Support Jurors at Court

Element	Element Title	Portfolio Reference					Confirmations
DD2.2	Address the needs of jurors at court						
Knowledge and Understanding							
1	The types of emergency or requirements for security that might affect individual jurors, and how to deal with these.						Candidate Signature/Date: _____
2	Potential breaches of jury integrity and how to deal with these, including the need for jurors not to communicate with members of the public during a case.						Assessor Signature/Date: _____
3	The importance of monitoring the safety and security of jurors and how to do this.						IV Signature/Date: _____

Unit DD2

Support Jurors at Court

Evidence Requirements

To achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within a criminal court. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Evidence for this Unit may include:

- ◆ observation
- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit DH1

Respond to Enquiries Regarding Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DH1.1	Address queries regarding court/tribunal services and proceedings						
Performance Evidence							
DH1.1.1	Establish accurately the nature of the enquiry.					Candidate Signature/Date: _____	
DH1.1.2	Respond to queries clearly and accurately.						
DH1.1.3	Encourage questions, check for understanding, and provide clarification where necessary.					Assessor Signature/Date: _____	
DH1.1.4	Address any complaints correctly, establishing their nature and the circumstances leading to the complaints, within the limits of your responsibility.						
DH1.1.5	Refer promptly any queries or complaints that are outside your expertise or authority to the relevant person, ensuring that the person raising the query/complaint understands the action being taken, the reason for it and a likely timescale for addressing the query/complaint.					IV Signature/Date: _____	
DH1.1.6	Present information clearly, concisely and accurately, and in ways which promote understanding.						
DH1.1.7	Keep confidential information secure.						
DH1.1.8	Maintain accurate and up to date records regarding enquiries and complaints.						

Unit DH1

Respond to Enquiries Regarding Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DH1.1	Address queries regarding court/tribunal services and proceedings						
Knowledge and Understanding							
1	Current organisational requirements and proceedings relating to dealing with enquiries and complaints from members of the public.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The range of courts/tribunals within the scope of your responsibility, and the procedures within them.						
3	The range of court officials within the courts/tribunals within the scope of your responsibility, and their principal roles and responsibilities.						
4	The layout of the court/tribunal building and the facilities available to members of the public, including for example, toilets, refreshment/assembly areas, telephones and emergency exits.						
5	The rights, roles and responsibilities of all parties using courts/tribunals within your area of responsibility, for example, litigants, witnesses and, where relevant, jurors.						
6	The limit of your level of authority and to whom to refer where this is exceeded.						

Unit DH1

Respond to Enquiries Regarding Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DH1.2	Present a positive image of the court/tribunal services						
Performance Evidence							
1	Make time available to support others, demonstrating behaviour that shows respect, helpfulness and cooperation.						Candidate Signature/Date: _____
2	Deal with individuals in an ethical manner, recognising their needs with respect to ensuring equal opportunities.						Assessor Signature/Date: _____
3	Remain calm in difficult or stressful situations.						IV Signature/Date: _____
4	Respond positively to complaints and requests for information.						_____
5	Ensure that your appearance and conduct meet organisational requirements.						

Unit DH1

Respond to Enquiries Regarding Court/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DH1.2	Present a positive image of the court/tribunal services						
Knowledge and Understanding							
1	Current organisational requirements relating to personal appearance.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The importance of presenting a positive image of court/tribunal services.						

Unit DH1

Respond to Enquiries Regarding Court/tribunals

Evidence Requirements

To achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within either a criminal or civil context. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Evidence for this Unit may include:

- ◆ observation
- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit HF5

Resolve Customer Service Problems

Element	Element Title	Portfolio Reference					Confirmations
HF5.1	Spot customer service problems						
Performance Evidence							
HF5.1.1	Listen carefully to your customers about problems they have raised.						Candidate Signature/Date: _____
HF5.1.2	Ask your customers about the problem to check your understanding.						
HF5.1.3	Recognise repeated problems and alert the appropriate authority.						Assessor Signature/Date: _____
HF5.1.4	Share customer feedback with others to identify potential problems before they happen.						
HF5.1.5	Identify problems with systems and procedures before they begin to affect your customers.						IV Signature/Date: _____

Unit HF5

Resolve Customer Service Problems

Element	Element Title	Portfolio Reference					Confirmations
HF5.2	Pick the best solution to resolve customer service problems						
Performance Evidence							
1	Identify the options for resolving a customer service problem.						Candidate Signature/Date: _____
2	Work with others to identify and confirm the options to resolve a customer service problem.						
3	Work out the advantages and disadvantages of each option for your customer and your organisation.						Assessor Signature/Date: _____
4	Pick the best option for your customer and your organisation.						
5	Identify for your customer other ways that problems may be resolved if you are unable to help.						IV Signature/Date: _____

Unit HF5

Resolve Customer Service Problems

Element	Element Title	Portfolio Reference					Confirmations
HF5.3	Take action to resolve customer service problems						
Performance Evidence							
1	Discuss and agree the options for solving the problem with your customer.						Candidate Signature/Date: _____
2	Take action to implement the option agreed with your customer.						
3	Work with others and your customer to make sure that any promises related to solving the problem are kept.						Assessor Signature/Date: _____
4	Keep your customer fully informed about what is happening to resolve the problem.						
5	Check with your customer to make sure the problem has been resolved to their satisfaction.						IV Signature/Date: _____
6	Give clear reasons to your customer when the problem has not been resolved to their satisfaction.						

Unit HF5

Resolve Customer Service Problems

Knowledge and Understanding for Unit						
1	Organisational procedures and systems for dealing with customer service problems.					Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	How to defuse potentially stressful situations.					
3	How to negotiate.					
4	The limitations of what you can offer your customer.					

Unit HF5

Resolve Customer Service Problems

Evidence Requirements

Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit.

You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.

You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.

Your evidence must include examples of resolving problems in each of the following:

- ◆ a problem first identified by customers
- ◆ a problem identified within the organisation before it has affected your customer
- ◆ a problem caused by differences between your customer's expectations and what your organisation can offer
- ◆ a problem caused by a system or procedure failure
- ◆ a problem caused by a lack of resources or human error

Your evidence must prove that you:

- ◆ supplied relevant information when customers have requested it
- ◆ supplied relevant information when customers have not requested it
- ◆ have used agreed organisational procedures when solving problems
- ◆ have made exceptions to usual practice with the agreement of others

Unit AG1

Maintain Personal Security and Safety, and be Alert to the Security of Others

Element	Element Title	Portfolio Reference					Confirmations
AG1.1	Manage your personal security and safety						
Performance Evidence							
AG1.1.1	Identify signs of aggressive, anti-social or criminal behaviour promptly and correctly amongst those personnel with whom you are dealing.						Candidate Signature/Date: _____
AG1.1.2	Respond promptly to adverse behaviour in a polite, professional and calming manner.						
AG1.1.3	Use non-threatening language and gestures to diffuse potential aggressive or abusive behaviour.						Assessor Signature/Date: _____
AG1.1.4	Take appropriate, prompt and permitted action to prevent further adverse behaviour, in line with legal constraints and your organisation's requirements.						
AG1.1.5	Obtain immediate help from other people, including the relevant authority, when you need it, particularly if situations escalate.						IV Signature/Date: _____
AG1.1.6	Report details of adverse behaviour to the appropriate authorities, in line with your organisation's requirements.						
AG1.1.7	Remain calm in difficult or stressful situations.						
AG1.1.8	Carry out your working duties safely in accordance with legal and organisational requirements.						
AG1.1.9	Maintain your own health and safety when dealing with others.						

Unit AG1

Maintain Personal Security and Safety, and be Alert to the Security of Others

Element	Element Title	Portfolio Reference					Confirmations
AG1.1	Manage your personal security and safety						
Knowledge and Understanding							
1	Current organisational requirements and procedures for dealing with adverse behaviour, and what actions you are permitted to take.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Legal requirements relating to dealing with adverse behaviour and how it affects you in your work.						
3	How to recognise and diffuse aggressive or abusive behaviour, through using both verbal and non-verbal language.						
4	When and how to use only reasonable force effectively when you need to.						
5	Who you should call for help when you need it and how to contact them.						
6	What details you should record relating to dealing with adverse behaviour.						
7	Safe working practices relating to your job role.						

Unit AG1

Maintain Personal Security and Safety, and be Alert to the Security of Others

Element	Element Title	Portfolio Reference					Confirmations
AG1.2	Contribute to maintaining the security of colleagues and premises						
Performance Evidence							
AG1.2.1	Monitor property and premises in line with organisational requirements.						Candidate Signature/Date: _____
AG1.2.2	Be alert and respond appropriately to any situation that increases the risk of security or safety of yourself or others.						
AG1.2.3	Take appropriate action in line with approved procedures, in circumstances where anyone attempts to gain entry without appropriate identification, when this is required.						Assessor Signature/Date: _____
AG1.2.4	Report faults, malfunctions or unacceptable performance in security equipment promptly to an appropriate person.						
AG1.2.5	Take prompt and appropriate action to respond to alarms, indications or other signals from security and protection systems.						IV Signature/Date: _____
AG1.2.6	Record accurately the details of risks to security or safety, or other suspicious situations, in line with organisational requirements and within required timescales.						
AG1.2.7	Maintain your own health, safety and welfare while responding to breaches of security.						

Unit AG1

Maintain Personal Security and Safety, and be Alert to the Security of Others

Element	Element Title	Portfolio Reference					Confirmations
AG1.2	Contribute to maintaining the security of colleagues and premises						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to monitoring security within your area of responsibility.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Your responsibility and procedures for responding to breaches in security or safety.						
3	The actions that you could take, and the limits of your responsibility and authority in responding to breaches of security.						
4	The types of help available towards dealing with incidents of security, and how to access these.						
5	Record keeping requirements within your organisation relating to reporting incidents of breaches of security.						

Unit AG1

Maintain Personal Security and Safety, and be Alert to the Security of Others

Evidence Requirements

To Achieve this Unit you must provide evidence that you have consistently met all the Performance Criteria and have the necessary Knowledge and Understanding and skills to work competently within a court environment. Simulation is not allowed for any performance evidence within this Unit.

Evidence must be provided:

- ◆ from a genuine work situation within local and national target times
- ◆ in line with all relevant legislative requirements
- ◆ in line with all relevant local and national guidelines and practices

Evidence for this Unit may include:

- ◆ observation
- ◆ personal statements
- ◆ witness testimony
- ◆ product evidence

Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit AG1

Maintain Personal Security and Safety, and be Alert to the Security of Others

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

I confirm that all the evidence within this portfolio is authentic and produced by myself and that I was assessed under the conditions specified by SQA.

Signature _____

Date _____

Unit ZH1

Use IT Systems 1

Element	Element Title	Portfolio Reference					Confirmations
ZH1.1	Use IT systems						
Performance Evidence							
ZH1.1.1	Turn on and use IT hardware correctly.						Candidate Signature/Date: _____
ZH1.1.2	Ensure that peripheral hardware is working correctly, as required.						
ZH1.1.3	Address any difficulties in setting up hardware correctly.						Assessor Signature/Date: _____
ZH1.1.4	Access data files correctly, using a password where necessary.						
ZH1.1.5	Input/extract data correctly, promptly and accurately.						IV Signature/Date: _____
ZH1.1.6	Use only licensed and authorised software programmes.						
ZH1.1.7	Back up data correctly, where required.						
ZH1.1.8	Maintain security and confidentiality of data.						
ZH1.1.9	Use hardware safely and correctly.						
ZH1.1.10	Keep confidential information secure.						

Unit ZH1

Use IT Systems 1

Element	Element Title	Portfolio Reference					Confirmations
ZH1.1	Use IT systems						
Knowledge and Understanding							
<i>General knowledge and understanding</i>							
1	Health and safety issues relating to the use of computer hardware and precautions to address these.						Candidate Signature/Date: _____
2	The day to day security risks associated with using the computer hardware and how to address these.						
<i>Organisational specific knowledge and understanding</i>							
1	Your levels of responsibility for setting up computer hardware and for connecting computer peripherals within your area of operations.						Assessor Signature/Date: _____
2	The principal types of errors that may occur in the use of the computer hardware within your area of operations, and the procedures for addressing these.						
3	Your organisation's procedures for dealing with difficulties in setting up and using computer hardware within your area of operations.						IV Signature/Date: _____
4	Your organisation's requirements regarding the backing up of data.						
5	Your organisation's requirements regarding the maintenance of security and confidentiality of data within your area of operations.						
6	Your organisation's requirements regarding inappropriate use of computers and the importance of meeting these requirements.						

Evidence Requirements

You must provide evidence that you can carry out the initial steps needed to use hardware and protect software and personal data.

This will involve you carrying out **at least two straightforward tasks** by using IT systems to **show you can:**

- ◆ **set up** computer hardware and change basic settings such as, sound volume, date and time
- ◆ **access** information held on a computer or local storage media
- ◆ **protect** software and personal data

Your evidence must also demonstrate that you:

- ◆ know what **common types of computer hardware** are and how to use them
- ◆ know what common **errors** may happen and how to sort them out
- ◆ understand the **health and safety issues** of using IT are to yourself and others
- ◆ know what day-to-day **security risks** there may be and how to keep them to a minimum
- ◆ know where to get **advice**

Unit ZH1

Use IT Systems 1

Notes/Comments

Assessor Statement

I confirm as the candidate’s assessor, that the evidence contained within this portfolio is authentic, sufficient, accurate, current and valid. I also confirm that all criteria on which to base a judgement of candidate’s competence has been met and all Evidence Requirements are satisfied.

Signature _____

Date _____

Candidate Statement

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Signature _____

Date _____