

SVQ in Court Operations at level 3

Candidate Recording Forms

Award Code: G8T7 23

Candidate name:

Publication code: Z0235

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

Candidate signature	
Candidate name (print)	
Date	



G8T7 23 — Court Operations level 3

Award/Unit Summary Sheet

Candidate Name: _____

Assessor Name: _____

SQA Unit Number	SSC Unit Number	Title	Date Completed	Assessor Signature	Candidate Signature	IV Signature
Mandatory						
F2T4 04	DC3	Support Proceedings in Courts/tribunals				
DR67 04	HA2	Manage Your Own Resources and Professional Development				
F297 04	AA1	Promote Equality and Value Diversity				
DR4A 04	HD1	Develop Productive Working Relationships with Colleagues				
Optional group A (at least two and up to four from this section)						
F2SH 04	DB2	Allocate, List and Arrange Resources for Court/tribunal Cases				
F2SY 04	DB3	Progress Requests for Adjournments of Court/tribunal Cases				
F2SF 04	DB6	Address Requirements for Special Arrangements at Court/tribunal				
F2SE 04	DB7	Address Pre-hearing Matters Relating to Courts/tribunals				
F2T0 04	DC2	Provide Support to Those about to Attend Courts/tribunals				
F2T5 04	DC4	Maintain Public Orders and Protocols at Courts/tribunals				
F2SN 04	DC5	Maintain Court/tribunal Records				
F2SS 04	DC7	Monitor the Progress of Court/tribunal Cases and Review Case Schedules				
F2SR 04	DD3	Manage Jurors and Protect their Integrity at Court				
F2SX 04	DG1	Process the Outcomes of Court/tribunal Hearings				

SQA Unit Number	SSC Unit Number	Title	Date Completed	Assessor Signature	Candidate Signature	IV Signature
Optional group B (no more than one Unit from this section)						
F05D 04	ZB1	Promote Continuous Improvement in Customer Services				
F044 04	ZB2	Develop Your Own and Others' Customer Service Skills				
F2SP 04	AG1	Maintain Personal Security and Safety, and be Alert to the Security of Others				
DR73 04	HB5	Provide Leadership for Your Team				
DR3W 04	HD5	Allocate and Check Work in Your Team				
F2SL 04	AD2	Develop, Sustain and Evaluate Joint Work Between Agencies				
Name of Internal Verifier						
Signature: _____			Date: _____			
Intimated to SQA for award certificate						
Signature: _____			Date: _____			

Element Summary Sheet

Element	Title	Date completed
DC3.1.	Provide support and direction to parties in courts/tribunals	
DC3.2	Provide procedural direction on behalf of the court/tribunal	
DC3.3	Receive and record the verdict	
HA2.1	Manage your own resources and professional development	
AA1.1	Promote equality and value diversity	
HD1.1	Develop productive working relationships with colleagues	
DB2.1	Allocate, list and arrange resources for court/tribunal cases	
DB3.1.	Progress requests for adjournments of court/tribunal cases	
DB6.1	Identify the special arrangements required	
DB6.2	Organise the special arrangements required	
DB7.1	Assess pre-heating matters	
DB7.2	Make recommendations and process decisions upon pre-hearing matters	
DC2.1	Confirm that 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	
DC5.1	Record and process proceedings	
DC5.2	Maintain the integrity of court documentation and articles of evidence	
DC7.1	Monitor the progress of cases against schedule	
DC7.2	Address significant departures from the schedule of cases	
DD3.1	Ensure that jurors are prepared for court proceedings	
DD3.2	Prepare and monitor jurors during court cases	
DG1.1	Progress the outcomes of courts/tribunals	
DG1.2	Notify relevant parties of the outcomes of courts/tribunals	
ZB1.1	Plan improvements in customer service based on customer feedback	
ZB1.2	Implement changes in customer service	
ZB1.3	Review changes to promote continuous improvement	
ZB2.1	Develop your own customer service skills	
ZB2.2	Plan the coaching of others in customer service	
ZB2.3	Coach others in customer service	
AG1.1	Manage your personal security and safety	
AG1.2	Contribute to maintaining the security of colleagues and premises	
HB5.1	Provide leadership for your team	
HD5.1	Allocate and check work in your team	
AD2.1	Develop joint working with other agencies	
AD2.2	Sustain and evaluate joint working with other agencies	

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC3.1	Provide support and direction to parties in courts/tribunals						
Performance Evidence							
DC3.1.1	Allow those cases that are only to be of a short duration to be heard first, where there is more than one case to be heard, and where relevant.						Candidate Signature/Date: _____
DC3.1.2	Confirm that any special arrangements required by particular individuals are available, and associated equipment is working correctly, addressing any problems promptly and accurately.						Assessor Signature/Date: _____
DC3.1.3	Confirm, where any individual(s) requires special measures, that they understand and can operate the equipment provided.						IV Signature/Date: _____
DC3.1.4	Operate recording equipment correctly, where required.						_____
DC3.1.5	Call the case clearly and accurately, where relevant.						
DC3.1.6	Provide relevant support and direction to relevant parties correctly, clearly and at the appropriate time.						
DC3.1.7	Demonstrate behaviour which shows respect and helpfulness.						
DC3.1.8	Use communication styles that are appropriate to different people and situations.						

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference	Confirmations
DC3.1	Provide support and direction to parties in courts/tribunals		
Range			
Cases can be either criminal or civil in courts, or tribunal cases.			Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC3.1	Provide support and direction to parties in courts/tribunals						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to providing support and direction to those at court/tribunal, within your area of authority and responsibility.						Candidate Signature/Date: _____
2	The reasons why it can be beneficial to allow cases of a short duration to be heard first.						Assessor Signature/Date: _____
3	The range of special measures that are available, their relative advantages and disadvantages for witnesses and the legal process.						_____
4	How to operate the equipment associated with special measures.						IV Signature/Date: _____

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC3.2	Provide procedural direction on behalf of the court/tribunal						
Performance Evidence						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____	
DC3.2.1	Provide relevant instruction upon proceedings clearly, accurately and at the necessary time.						
DC3.2.2	Respond promptly to requests for advice upon procedures.						
DC3.2.3	Provide clear and accurate advice, presenting information concisely and in ways which promote understanding.						
DC3.2.4	Make relevant information available promptly to those who need it and have a right to it.						
DC3.2.5	Act within the limits of your authority.						

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC3.2	Provide procedural direction on behalf of the court/tribunal						
Knowledge and Understanding							
1	Your role and responsibilities with regard to providing instruction and advice upon procedure within the courts/tribunals for which you are responsible.						Candidate Signature/Date: _____ Assessor Signature/Date: _____
2	Current procedures within those courts/tribunals for which you are responsible.						IV Signature/Date: _____

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC3.3	Receive and record the verdict						
Performance Evidence							
DC3.3.1	Establish correctly that a verdict has been reached.						Candidate Signature/Date: _____
DC3.3.2	Where relevant, request the verdict correctly from the appropriate person(s).						Assessor Signature/Date: _____
DC3.3.3	Ensure that all relevant parties present are aware and understand the verdict and its impact upon them.						IV Signature/Date: _____
DC3.3.4	Record the verdict accurately, clearly and correctly.						_____
DC3.3.5	Ensure that the necessary authority(ies) are notified of the outcomes.						

Unit DC3 Support proceedings in courts/tribunals

Element	Element Title	Portfolio Reference					Confirmations
DC3.3	Receive and record the verdict						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to receiving and recording verdicts, and your role and responsibilities within these.						Candidate Signature/Date: _____ Assessor Signature/Date: _____
2	Those authorities to be notified of the outcome of cases, and how to ensure that this occurs.						IV Signature/Date: _____

Unit DC3 Support proceedings in 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 and assess related product evidence eg court minutes/interlocutors. Your assessor may also ask questions to confirm your Knowledge and Understanding.

Unit DC3 Support proceedings in 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 HA2 Manage your own resources and professional development

Element	Element Title	Portfolio Reference					Confirmations
HA2.1	Manage your own resources and professional development						
Performance Evidence							
HA2.1.1	Evaluate, at appropriate intervals, the current and future requirements of your work role taking account of the vision and objectives of the organisation.						Candidate Signature/Date: _____
HA2.1.2	Consider your values and your career and personal goals, and identify information which is relevant to your work role and professional development.						
HA2.1.3	Discuss and agree personal work objectives with those you report to and how you will measure progress.						Assessor Signature/Date: _____
HA2.1.4	Identify your preferred learning style(s) and ensure that you take this into account in identifying and undertaking development activities.						
HA2.1.5	Identify any gaps between the current and future requirements of your work role and your current knowledge, understanding and skills.						IV Signature/Date: _____
HA2.1.6	Discuss and agree, with those you report to, a development plan to address any identified gaps in your current knowledge, understanding and skills and which supports your own career and personal goals.						
HA2.1.7	Undertake the activities identified in your development plan and evaluate their contribution to your performance.						
HA2.1.8	Review and update your personal work objectives and development plan in the light of performance, any development activities undertaken and any wider changes.						
HA2.1.9	Obtain regular and useful feedback on your performance from those who are in a good position to judge it and to provide objective and valid feedback.						
HA2.1.10	Ensure that your performance consistently meets or goes beyond agreed requirements.						
HA2.1.11	Address multiple demands without losing focus or energy.						
HA2.1.12	Recognise changes in circumstances promptly and adjust plans and activities accordingly.						
HA2.1.13	Prioritise objectives and plan work to make best use of time and resources.						
HA2.1.14	Take personal responsibility for making things happen.						
HA2.1.15	Show an awareness of your own values, motivations and emotions.						

Unit HA2 Manage your own resources and professional development

Performance Evidence (cont)						Candidate Signature/Date: _____ Assessor Signature/Date: _____ V Signature/Date: _____
HA2.1.16	Agree achievable objectives for yourself and give a consistent and reliable performance.					
HA2.1.17	Recognise your own strengths and limitations, play to your strengths and use alternative strategies to minimise the impact of your limitations.					
HA2.1.18	Make best use of available resources and proactively seek new sources of support when necessary.					
HA2.1.19	Reflect regularly on your own experiences and use these to inform future action.					

Unit HA2 Manage your own resources and professional development

Element	Element Title	Portfolio Reference	Confirmations
HA2.1	Manage your own resources and professional development		
Knowledge and Understanding			
<i>General knowledge and understanding</i>			
1	The principles which underpin professional development.		Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The importance of considering your values and career and personal goals, and how to relate them to your job role and professional development.		
3	How to evaluate the current requirements of a work role and how the requirements may evolve in the future.		
4	How to set appropriate objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).		
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	Effective development planning, including what plans should contain and the length of time that it should cover.		
7	The range of different learning styles and how to identify the style(s) which work(s) best for you.		
8	The type of development activities which can be undertaken to address identified gaps in your knowledge, understanding and skills.		
9	How to identify whether/how development activities have contributed to 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 monitor the quality of your work and your progress against requirements and plans.		
12	How to evaluate your performance against the requirements of your work role.		
13	How to identify and use good sources of feedback on your performance.		

Unit HA2 Manage your own resources and professional development

Knowledge and Understanding (cont)						
<i>Sector specific knowledge and understanding</i>						
1	Sector requirements for the development or maintenance of your knowledge, skills and understanding.					
<i>Context specific knowledge and understanding</i>						
1	The requirements of your work role including the limits of your responsibility.					
2	The vision and objectives of the organisation.					
3	Your own values and career and personal goals.					
4	Your personal work objectives.					
5	Your preferred learning style(s).					
6	Your current knowledge, understanding and skills.					
7	Identified gaps in your current knowledge, understanding and skills.					
8	Your personal development plan.					
9	Available development opportunities and resources in the organisation.					
10	The organisation's policy and procedures in terms of personal development.					
11	Reporting lines in the organisation.					
12	Possible sources of feedback in the organisation.					

Candidate Signature/Date:

Assessor Signature/Date:

IV Signature/Date:

Unit HA2 Manage your own resources and professional development

Evidence Requirements

The following are **possible examples** of evidence:

Your evaluation of the current and future requirements of your work role, and your career and personal work objectives and your reflections on your values:

- ◆ job descriptions, records of appraisal or performance review meetings, work plans and objectives
- ◆ notes of conversations with managers and colleagues about their expectations
- ◆ personal statement (reflections on your role and responsibilities, work objectives and values)

Assessment of your personal learning style and its implications:

- ◆ reports from providers of assessment instrument
- ◆ personal statement (reflection on implications of learning style for development activities)

Assessment of your current knowledge, understanding and skills, and an analysis of how well these reflect the current and future requirements of your work role:

- ◆ qualification certificates and transcripts
- ◆ personality and skill inventory reports
- ◆ records of appraisal or performance review meetings, and personal development plans and objectives
- ◆ personal statement (reflections on the relationship between knowledge, understanding and skills and the requirements of your work role)
- ◆ witness statements from managers and other work colleagues

Evidence of having undertaken training and development activity to meet identified development needs and reflect preferred learning style:

- ◆ attendance certificates
- ◆ post-course evaluation reports that you have written
- ◆ personal statement (reflections on your learning and application of your learning to your work role)

Records of feedback (both formal and informal) you have received on your performance and achievement of your objectives:

- ◆ records of appraisal or performance review meetings
- ◆ emails, memos, notes or other records of informal feedback from others on your performance
- ◆ work schedules or plans, outputs of proprietary or self-designed time planner systems (paper or electronic)
- ◆ witness statements (comments on your work performance and achievements of objectives)

Unit HA2 Manage your own resources and professional development

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 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 <i>help others</i> 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><i>Help others</i> 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 HD1 Develop productive working relationships with colleagues

Element	Element Title	Portfolio Reference					Confirmations
HD1.1	Develop productive working relationships with colleagues						
Performance Evidence							
HD1.1.1	Establish working relationships with all colleagues who are relevant to the work being carried out.						Candidate Signature/Date: _____
HD1.1.2	Recognise, agree and respect the roles and responsibilities of colleagues.						
HD1.1.3	Understand and take account of the priorities, expectations, and authority of colleagues in decisions and actions.						Assessor Signature/Date: _____
HD1.1.4	Fulfil agreements made with colleagues.						
HD1.1.5	Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements.						IV Signature/Date: _____
HD1.1.6	Identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out.						
HD1.1.7	Exchange information and resources with colleagues to make sure that all parties can work effectively.						
HD1.1.8	Provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas of improvement.						
HD1.1.9	Present information clearly, concisely, accurately and in ways that promote understanding.						
HD1.1.10	Seek to understand people's needs and motivations.						
HD1.1.11	Make time available to support others.						
HD1.1.12	Agree clearly what is expected of others and hold them to account.						
HD1.1.13	Work to develop an atmosphere of professionalism and mutual support.						
HD1.1.14	Model behaviour that shows respect, helpfulness and co-operation.						
HD1.1.15	Keep promises and honour commitments.						
HD1.1.16	Consider the impact of your own actions on others.						
HD1.1.17	Say no to unreasonable requests, explaining the reason(s) why.						
HD1.1.18	Show respect for the views and actions of others.						

Unit HD1 Develop productive working relationships with colleagues

Element	Element Title	Portfolio Reference					Confirmations
HD1.1	Develop productive working relationships with colleagues						
<i>General Knowledge and Understanding</i>							
1	The benefits of developing productive working relationships with colleagues.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The principles of effective communication and how to apply them in order to communicate effectively with colleagues.						
3	How to identify disagreements with colleagues and the techniques for sorting them out.						
4	How to identify conflicts of interest with colleagues and the measures that can be used to manage or remove them.						
5	How to take account of diversity issues when developing working relationships with colleagues.						
6	The importance of exchanging information and resources with colleagues.						
7	How to get and make use of feedback on your performance from colleagues.						
<i>Justice sector specific knowledge and understanding</i>							
1	The regulations and codes of practice that apply in the justice sector relevant to your area of responsibility.						
2	The standards of behaviour and performance in the justice sector relevant to your area of responsibility.						
3	The working culture of the justice sector.						

Unit HD1 Develop productive working relationships with colleagues

Element	Element Title	Portfolio Reference					Confirmations
HD1.1	Develop productive working relationships with colleagues						
<i>Organisational specific knowledge and understanding</i>							
1	The current and future work being carried out.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Colleagues who are relevant to the work being carried out, their work roles and responsibilities.						
3	The processes within your organisation for making decisions.						
4	Line management responsibilities and relationships within your organisation.						
5	Your organisation's values and culture.						
6	The power, influence and politics within your organisation.						
7	The standards of behaviour and performance expected in your organisation.						
8	The information and resources that different colleagues might need.						
9	The agreements with colleagues.						

Unit HD1 Develop Productive working Relationships with colleagues

Evidence Requirements

The following are **possible examples** of evidence:

Records of activities and agreements with work colleagues that you have completed successfully:

- ◆ notes, minutes or other records of formal and informal meetings with colleagues relating to agreements for action by you and your performance in relation to these agreements
- ◆ emails, memos and other correspondence with colleagues relating to actions you have agreed to undertake and your performance in relation to these agreements
- ◆ personal statements (reflections on the nature and effectiveness of your relationships with work colleagues and your fulfilment of your commitments to them)
- ◆ witness statements (comments by colleagues on the nature and effectiveness of your relationships with them and your fulfilment of your commitments to them)

Records of relationship difficulties or conflicts at work that you have successfully addressed and feedback you have given and received:

- ◆ notes, minutes or other records of formal and informal meetings with colleagues relating to relationship difficulties or conflicts
- ◆ emails, memos and other correspondence with colleagues relating to relationship difficulties or conflicts
- ◆ notes or other records of verbal feedback and copies of memos, emails and letters you have sent in which you have given feedback to colleagues
- ◆ notes or other records of verbal feedback and copies of memos, emails and letters you have received in which colleagues have given feedback to you
- ◆ personal statements (reflections on your ability to deal effectively with relationship difficulties or conflicts)
- ◆ witness statements (comments by colleagues on your ability to deal effectively with relationship difficulties or conflicts)

Unit HD1 Develop Productive working Relationships with colleagues

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 DB2 Allocate, list and arrange resources for court/tribunal cases

Element	Element Title	Portfolio Reference					Confirmations
DB2.1	Allocate, list and arrange resources for court/tribunal cases						
Performance Evidence							
DB2.1.1	Ensure that all necessary information is available to enable cases to be listed, and address any gaps promptly and correctly.						Candidate Signature/Date: Assessor Signature/Date: IV Signature/Date:
DB2.1.2	Confirm that a jurisdiction of the case has been identified correctly at registration.						
DB2.1.3	Estimate the likely duration of the case, basing your estimate upon sound reasoning.						
DB2.1.4	Identify and check the availability of relevant personnel for the type of case, its location and anticipated duration.						
DB2.1.5	Identify and determine the availability of the necessary facilities, identifying that these are available for the anticipated duration.						
DB2.1.6	Allocate the resources required to hear the case, including the facilities and personnel, and list the case.						
DB2.1.7	Ensure, where relevant, that the date for the case is within required timescales, notifying promptly relevant internal and external authorities of any potential difficulties in meeting such timescales.						
DB2.1.8	Notify correctly all relevant internal and external parties of the necessary details of the listed case, where required.						
DB2.1.9	Notify the relevant authority promptly of any barriers identified with respect to the attendance of witnesses and others required to attend.						
DB2.1.10	Communicate clearly, concisely and accurately.						

Unit DB2 Allocate, list and arrange resources for court/tribunal cases

Range					
<p><i>Identify and check:</i></p> <ul style="list-style-type: none"> ◆ manually and/or ◆ electronically <p><i>Allocate</i> resources:</p> <ul style="list-style-type: none"> ◆ manually and/or ◆ electronically <p>Cases can be either criminal or civil in courts, or tribunal cases.</p>					
					<p>Candidate Signature/Date:</p> <p>_____</p> <p>Assessor Signature/Date:</p> <p>_____</p> <p>IV Signature/Date:</p> <p>_____</p>

Unit DB2 Allocate, list and arrange resources for court/tribunal cases

Element	Element Title	Portfolio Reference					Confirmations
DB2.1	Allocate, list and arrange resources for court/tribunal cases						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to allocating and listing cases.						Candidate Signature/Date: _____
2	The importance of allocating and listing cases correctly, and the potential issues arising where this is not carried out.						
3	The jurisdiction of the courts for which you are responsible, and the types of cases that they can hear.						Assessor Signature/Date: _____
4	Factors to consider when assessing the likely duration of a case.						
5	Those personnel, including judiciary and the other court officials, required to hear the types of cases for which you are responsible.						IV Signature/Date: _____
6	Relevant timescales within which cases must be heard, within your area of responsibility.						
7	The range of individuals to be notified of the dates of hearings, and how to do this.						

Unit DB2 Allocate, list and arrange resources for court/tribunal cases

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, eg Court sheets, printouts from IT systems, screendumps

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

Unit DB2 Allocate, list and arrange resources for court/tribunal cases

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 DB3 Progress requests for adjournments of court/tribunal cases

Element	Element Title	Portfolio Reference					Confirmations
DB3.1	Progress requests for adjournments of court/tribunal cases						
Performance Evidence							
DB3.1.1	Identify requests to reschedule cases, and where necessary, refer these to the relevant internal and external authority.						Candidate Signature/Date: Assessor Signature/Date: IV Signature/Date:
DB3.1.2	Ensure that all necessary information is available to enable cases to be adjourned, and address any gaps promptly and correctly.						
DB3.1.3	Take all relevant actions to alert promptly the required external and internal parties of the adjournment.						
DB3.1.4	Identify the length of adjournment and when the case might next be scheduled.						
DB3.1.5	Estimate the likely duration of the case when it is next heard, basing your estimate upon sound reasoning.						
DB3.1.6	Identify and check the availability of relevant personnel for the adjourned case, its location and anticipated duration.						
DB3.1.7	Identify and determine the availability of the necessary facilities, identifying that these are available for the anticipated duration of the adjourned case.						
DB3.1.8	Reschedule cases correctly and at the earliest appropriate date, rebooking the required resources, including facilities and personnel.						
DB3.1.9	Ensure, where relevant, that the date for the case is within required timescales, notifying promptly relevant internal and external authorities of any potential difficulties in meeting such timescales.						
DB3.1.10	Notify promptly and correctly all relevant personnel of the dates of cases that are rescheduled.						
DB3.1.11	Notify the relevant authority promptly of any barriers identified with respect to the attendance of witnesses and others required to attend.						
DB3.1.12	Communicate early, concisely and accurately.						
DB3.1.13	Maintain accurate and up to date records .						

Unit DB3 Progress requests for adjournments of court/tribunal cases

Range										
<p>Identify and check:</p> <ul style="list-style-type: none"> ◆ manually and/or ◆ electronically <p>Records can be either:</p> <ul style="list-style-type: none"> ◆ manual or ◆ electronic <p>Cases can be either criminal or civil in courts, or tribunal cases.</p>										<p>Candidate Signature/Date:</p> <p>_____</p> <p>Assessor Signature/Date:</p> <p>_____</p> <p>IV Signature/Date:</p> <p>_____</p>

Unit DB3 Progress requests for adjournments of court/tribunal cases

Element	Element Title	Portfolio Reference					Confirmations
DB3.1	Progress requests for adjournments of court/tribunal cases						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to rescheduling adjourned cases.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The principal reasons why different parties may seek to reschedule cases which have been listed.						
3	The types of reasons where rescheduling is justified.						
4	The importance of allocating and listing adjourned cases correctly and at the earliest appropriate opportunity, and the potential issues arising where this is not carried out.						
5	The jurisdiction of the courts for which you are responsible, and the types of cases that they can hear.						
6	Factors to consider when assessing the likely duration of a case.						
7	Those personnel, including judiciary and the other court officials, required to hear the types of cases for which you are responsible.						
8	Relevant timescales within which cases must be heard, within your area of responsibility.						
9	The range of individuals to be notified of adjournments, and of the dates of rescheduled hearings, and how to do this.						
10	The limits of your areas of responsibility, and to whom to refer should these be exceeded.						

Unit DB3 Progress requests for adjournments of court/tribunal cases

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, eg Court sheets, printouts from IT systems, screendumps

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

Unit DB3 Progress requests for adjournments of court/tribunal cases

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 courts/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 courts/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 courts/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 sorted 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 courts/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 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

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 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 DB7 Address pre-hearing matters relating to court cases

Element	Element Title	Portfolio Reference					Confirmations
DB7.1	Assess pre-hearing matters						
Performance Evidence							
DB7.1.1	Review correspondence and documentation received regarding the hearing of future cases, identifying correctly those pre-hearing matters to be addressed.						Candidate Signature/Date: _____
DB7.1.2	Determine that all necessary supporting information is available setting out the circumstances leading to the matter being raised, addressing any gaps promptly and fully.						_____
DB7.1.3	Acknowledge receipt of correspondence, where relevant.						Assessor Signature/Date: _____
DB7.1.4	Assess the matter raised and identify correctly the actions required to process the matter.						_____
DB7.1.5	Determine the potential impact of the matter upon the case, including any possible affect upon its scheduled hearing date and location.						IV Signature/Date: _____
DB7.1.6	Maintain correct and accurate records of matters received.						_____
Range							
Cases can be either criminal or civil.							Candidate Signature/Date: _____

							Assessor Signature/Date: _____

							V Signature/Date: _____

Unit DB7 Address pre-hearing matters relating to court cases

Element	Element Title	Portfolio Reference					Confirmations
DB7.1	Assess pre-hearing matters						
Knowledge and Understanding							
1	Current legislative and organisational requirements and procedures relating to addressing pre-hearing matters.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The importance of addressing pre-hearing matters correctly, and the possible implications of not doing this.						
3	The principal types of pre-hearing matters, and the actions appropriate to addressing these.						
4	The potential impact of pre-hearing matters upon the scheduling and listing of cases, and the actions to take where scheduling might be affected.						

Unit DB7 Address pre-hearing matters relating to court cases

Element	Element Title	Portfolio Reference					Confirmations
DB7.2	Make recommendations and process decisions upon pre-hearing matters						
Performance Evidence							
DB7.2.1	Take the correct actions appropriate to resolving the matter, where it is within your authority to do so.						Candidate Signature/Date: _____
DB7.2.2	Notify the relevant authority promptly and fully of those pre-hearing matters outwith your responsibility to address, together with your reasoned recommendations regarding the actions to take.						Assessor Signature/Date: _____
DB7.2.3	Ensure that your recommendations take account of relevant legislative requirements and procedures, together with the potential impact upon the scheduled arrangements for the case.						_____
DB7.2.4	Undertake approved actions promptly and correctly.						IV Signature/Date: _____
DB7.2.5	Notify all relevant parties of the agreed actions, making appropriate information available promptly to those who need it.						_____
DB7.2.6	Notify all relevant parties, where the matter results in a change to the scheduled arrangements for hearing a case, of the need to reschedule, setting out clearly the reasons why.						
DB7.2.7	Present information clearly, concisely and accurately.						
DB7.2.8	Keep confidential information secure.						
DB7.2.9	Maintain accurate and up to date <i>records</i> of all actions agreed.						
Range							
<p>Records to be either:</p> <ul style="list-style-type: none"> ◆ manual/hard copy or ◆ electronic <p>Cases can be either criminal or civil.</p>						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____	

Unit DB7 Address pre-hearing matters relating to court cases

Element	Element Title	Portfolio Reference					Confirmations
DB7.2	Make recommendations and process decisions upon pre-hearing matters						
Knowledge and Understanding							
1	Your levels of responsibility for dealing with different pre-hearing matters, and to whom to refer where such levels are exceeded.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Those parties to be informed of the outcomes of pre-hearing matters, including where rescheduling of a case is necessary, and how to do this.						
3	The importance of keeping confidential information secure.						
4	The importance of keeping accurate and concise court records, including minutes/interlocutors.						

Unit DB7 Address Pre-Hearing Matters Relating to Court Cases

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 DB7 Address pre-hearing matters relating to court cases

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.						Assessor Signature/Date: _____
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.						IV 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.						

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						Candidate Signature/Date: _____	
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.					Assessor Signature/Date: _____	
DC2.2.2	Explain relevant codes of behaviour and court/tribunal protocols.					IV Signature/Date: _____	
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 co-operation.						
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: _____ Assessor Signature/Date: _____
DC2.3.2	Ask attendees to ensure that any electrical devices, including mobile telephones are switched off.						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: _____
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.						Assessor Signature/Date: _____
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.						IV Signature/Date: _____
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 DC5 Maintain court/tribunal records

Element	Element Title	Portfolio Reference					Confirmations
DC5.1	Record and process proceedings						
Performance Evidence							
DC5.1.1	Record proceedings and the outcomes of cases clearly and accurately, noting all necessary details correctly, and ensure that these are entered promptly on to the relevant system(s).						Candidate Signature/Date: _____
DC5.1.2	Record accurate and complete details of all relevant parties.						Assessor Signature/Date: _____
DC5.1.3	Where a case is adjourned, or is subject to an appeal, record all relevant details correctly.						
DC5.1.4	Ensure that all necessary court documentation is signed and recorded correctly.						IV Signature/Date: _____
DC5.1.5	Refer any queries, which are outside your area of expertise or authority, promptly to the relevant person(s).						_____
DC5.1.6	Ensure that all relevant parties are notified correctly of the outcomes.						
DC5.1.7	Identify correctly circumstances requiring the issue of emergency/immediate orders, and process these correctly and promptly.						
DC5.1.8	Keep confidential information secure.						
DC5.1.9	Act within the limits of your authority.						
Range							
Record information:							Candidate Signature/Date: _____
◆ manually or							Assessor Signature/Date: _____
◆ electronically							
Cases can be either criminal or civil in courts, or tribunal cases.							IV Signature/Date: _____

Unit DC5 Maintain court/tribunal records

Element	Element Title	Portfolio Reference					Confirmations
DC5.1	Record and process proceedings						
Knowledge and Understanding							
1	Current organisational requirements and procedures for recording case proceedings, and the importance of following these correctly.						Candidate Signature/Date: _____
2	The importance of maintaining accurate records of the outcomes of cases and how to do this, including the use of relevant paper and electronic systems for recording outcomes.						Assessor Signature/Date: _____
3	Those parties to be notified of the outcomes of cases, and the information to which they are entitled, including for example, such parties as Case Progression Officers, litigants and their representatives, the press and relevant enforcement agencies.						IV Signature/Date: _____
4	Circumstances requiring the issue of emergency/immediate orders, and how to do this, including, where relevant to your area of responsibility, the action to take against jurors who fail to attend court.						
5	The limits of your authority and to whom to refer if these are exceeded.						

Unit DC5 Maintain court/tribunal records

Element	Element Title	Portfolio Reference					Confirmations
DB5.2	Maintain the integrity of court documentation and articles of evidence						
Performance Evidence							
DB5.2.1	Ensure the case records are up to date and processed correctly.						Candidate Signature/Date: _____
DB5.2.2	Obtain correctly the proper authorisation and validation for records of cases, where necessary.						Assessor Signature/Date: _____
DB5.2.3	Identify correctly the documentation and supporting evidence to be collated and retained regarding cases, and ensure that the necessary originals, or copies where these are acceptable, are retained.						IV Signature/Date: _____
DB5.2.4	Keep all documentation and articles of evidence secure.						_____
DB5.2.5	Make information available promptly to those who need it and have a right to it.						

Unit DC5 Maintain court/tribunal records

Element	Element Title	Portfolio Reference					Confirmations
DB5.2	Maintain the integrity of court documentation and articles of evidence						
Knowledge and Understanding							
1	Organisational requirements relating to the retention and storage of case documentation and any supporting articles of evidence.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	Organisational requirements relating to the processing of case records relating to those hearings within your area of responsibility.						
3	Those papers requiring validation and authorisation and how to do this.						
4	The importance of maintaining confidentiality of information, and how to do this.						

Unit DC5 Maintain court/tribunal records

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 DC5 Maintain court/tribunal records

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 DC7 Monitor the progress of court/tribunal cases and review case schedules

Element	Element Title	Portfolio Reference					Confirmations
DC7.1	Monitor the progress of cases against schedule						
Performance Evidence							
DC7.1.1	Identify the daily schedule of cases and determine the anticipated duration of each case.						Candidate Signature/Date: _____
DC7.1.2	Identify any cases where their duration is particularly unpredictable, and the reasons for such uncertainty.						
DC7.1.3	Monitor the ongoing progress of cases with a regularity appropriate to managing the daily schedule, reviewing closely the progress of those where the duration is particularly unpredictable.						Assessor Signature/Date: _____
DC7.1.4	Identify promptly any cases that do not start on schedule, the reasons for the delay and assess when the case may be called.						IV Signature: _____
DC7.1.5	Identify promptly those cases which are heard more quickly than expected, and also those that overrun their scheduled duration.						
DC7.1.6	Notify all relevant parties promptly and correctly of any changes to the schedule of cases.						
Range							
Cases can be either criminal or civil in courts, or tribunal cases.							Candidate Signature/Date: _____
							Assessor Signature/Date: _____
							IV Signature/Date: _____

Unit DC7 Monitor the progress of court/tribunal cases and review case schedules

Element	Element Title	Portfolio Reference					Confirmations
DC7.1	Monitor the progress of cases against schedule						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to allocating and listing cases, including those relating to their rescheduling due to unforeseen differences in the anticipated duration of earlier cases.						Candidate Signature: _____ Assessor Signature: _____ IV Signature: _____
2	The importance of seeking to maintain planned schedules and the implications of rescheduling.						
3	Factors to consider when assessing the likely duration of a case.						
4	Those personnel, including judiciary and other court officials, required to hear the types of cases for which you are responsible.						
5	The range of individuals to be notified of changes to the schedule of cases, and how to do this.						

Unit DC7 Monitor the progress of court/tribunal cases and review case schedules

Element	Element Title	Portfolio Reference					Confirmations
DC7.2	Address significant departures from the schedule of cases						
Performance Evidence							
DC7.2.1	Where cases do not follow their schedule, assess correctly the impact upon subsequent cases, including the impact upon the availability of both facilities and court officials.						Candidate Signature/Date: _____
DC7.2.2	Identify correctly the relevant details of cases to be rescheduled, including their type, the facilities and resources required.						
DC7.2.3	Assess the available options towards allowing cases to start as close to their scheduled time as possible, including transferring them to other available and suitable rooms.						Assessor Signature/Date: _____
DC7.2.4	Reschedule cases, where required, for the earliest available opportunity, ensuring that all of the required facilities and resources are available.						
DC7.2.5	Notify relevant parties promptly of the rescheduled arrangements for their case and the reasons for the change, confirming that these arrangements are convenient.						IV Signature/Date: _____
DC7.2.6	Respond quickly to changes in the scheduled duration of cases with a positive course of action.						
DC7.2.7	Remain calm in difficult or stressful situations.						
DC7.2.8	Act within the levels of your authority, referring any instances outside these levels promptly to the relevant person.						

Unit DC7 Monitor the progress of court/tribunal cases and review case schedules

Element	Element Title	Portfolio Reference					Confirmations
DC7.2	Address significant departures from the schedule of cases						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to rescheduling cases due to previous cases departing from their scheduled duration.						Candidate Signature/Date: _____
2	The factors to take into account when rescheduling cases, and the importance of balancing the impact upon costs with the availability of resources.						Assessor Signature/Date: _____
3	Your levels of responsibility when rescheduling cases, and to whom to refer should these be exceeded.						IV Signature/Date: _____
4	The range of individuals to be notified of the revised schedule for their case, and how to do this.						_____

Unit DC7 Monitor the progress of court/tribunal cases and review case schedules

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 DC7 Monitor the progress of court/tribunal cases and review case schedules

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 DD3 Manage jurors and protect their integrity at court

Element	Element Title	Portfolio Reference					Confirmations
DD3.1	Ensure that jurors are prepared for court proceedings						
Performance Evidence							
DD3.1.1	Explain relevant court proceedings, codes of conduct and behaviour.						Candidate Signature/Date: _____
DD3.1.2	Present information clearly, concisely and accurately.						
DD3.1.3	Use appropriate communication techniques, and seek to put jurors at their ease.						
DD3.1.4	Encourage questions, check for understanding and provide clarification where necessary.						Assessor Signature/Date: _____
DD3.1.5	Answer queries clearly and accurately.						
DD3.1.6	Ensure that requirements by individual jurors for special arrangements, including those affecting access to the courtroom, are addressed correctly.						IV Signature: _____
DD3.1.7	Ensure that jurors are aware of the location of those facilities within the court/tribunal building that are available to them.						
DD3.1.8	Make time available to support others.						
DD3.1.9	Deal with individuals in an ethical manner, recognising their needs with respect for race, diversity and human rights.						_____

Unit DD3 Manage jurors and protect their integrity at court

Element	Element Title	Portfolio Reference					Confirmations
DD3.1	Ensure that jurors are prepared for court proceedings						
Knowledge and Understanding							
1	Current organisational requirements and procedures for preparing, supporting and addressing the needs of jurors.						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 DD3 Manage jurors and protect their integrity at court

Element	Element Title	Portfolio Reference					Confirmations
DD3.2	Prepare and monitor jurors during court cases						
Performance Evidence							
DD3.2.1	Identify correctly the number of jurors required at each court within your area of responsibility according to the schedule and progress of cases.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature: _____
DD3.2.2	Ensure that potential jurors are available for each case in sufficient numbers and on time.						
DD3.2.3	Ensure that a sufficient number of potential jurors are selected correctly for each case, and are escorted to the relevant courtroom on time.						
DD3.2.4	Ensure that jurors understand the charges being addressed by the court case which they are attending.						
DD3.2.5	Monitor the needs of individual jurors in court and address these correctly, in line with court proceedings.						
DD3.2.6	Address indications of any breaches of jury integrity promptly and correctly, where necessary.						
DD3.2.7	Ensure that any jurors not chosen for a jury are advised promptly and correctly of the next steps.						
DD3.2.8	Keep confidential information secure.						

Unit DD3 Manage jurors and protect their integrity at court

Element	Element Title	Portfolio Reference					Confirmations
DD3.2	Prepare and monitor jurors during court cases						
Knowledge and Understanding							
1	Procedures for selecting jurors for the different courts within the scope of your responsibility.						Candidate Signature/Date: _____
2	The schedule of cases for which you are responsible for providing jurors.						
3	The importance of monitoring progress against the schedule and how to do this.						
4	The importance of ensuring that jurors understand the charges being addressed in the court cases which they are attending, and how to do this.						Assessor Signature/Date: _____
5	The types of emergency or requirements for security that might affect individual jurors, and how to deal with these.						
6	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.						IV Signature: _____
7	The importance of monitoring the safety and security of jurors and how to do this.						

Unit DD3 Manage jurors and protect their integrity 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.

Unit DD3 Manage jurors and protect their integrity at court

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 DG1 Process the outcomes of courts/tribunals hearings

Element	Element Title	Portfolio Reference					Confirmations
DG1.1	Progress the outcomes of courts/tribunals						
Performance Evidence						Candidate Signature/Date: _____	
DG1.1.1	Record the outcomes of courts/tribunals promptly and accurately.						_____
DG1.1.2	Prepare relevant documentation relating to the outcomes correctly, setting out all necessary information clearly and accurately.						Assessor Signature/Date: _____
DG1.1.3	Identify and prioritise cases requiring the issue of emergency/immediate orders, and issue these promptly and correctly.						_____
DG1.1.4	Refer promptly any aspects relating to the processing of outcomes which are outside your area of expertise or authority to the relevant person(s).						IV Signature/Date: _____
DG1.1.5	Maintain accurate and up to date <i>records</i> .						_____
Range							
<p><i>Records</i> can be either:</p> <ul style="list-style-type: none"> ◆ manual ◆ electronic <p>Cases can be either criminal or civil in courts, or tribunal cases.</p>							Candidate Signature/Date: _____
							Assessor Signature/Date: _____
							IV Signature/Date: _____

Unit DG1 Process the outcomes of courts/tribunals hearings

Element	Element Title	Portfolio Reference					Confirmations
DG1.1	Progress the outcomes of courts/tribunals						
Knowledge and Understanding							
1	Current organisational requirements and procedures relating to the administration of enforcement proceedings, including those relating to the notifying of enforcement authorities.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The importance of identifying and processing promptly emergency/immediate orders, and how to do this.						
3	Current organisational requirements and procedures for processing appeals, including the qualifying grounds upon which appeals can be granted.						
4	Time limits for processing enforcement decisions.						
5	The levels of your authority and to whom to refer should these be exceeded.						

Unit DG1 Process the outcomes of courts/tribunals hearings

Element	Element Title	Portfolio Reference					Confirmations
DG1.2	Notify relevant parties of the outcomes of courts/tribunals						
Performance Evidence						Candidate Signature/Date: _____	
DG1.2.1	Identify and notify promptly all relevant parties of the outcomes of cases.					Assessor Signature/Date: _____	
DG1.2.2	Keep confidential information secure.					IV Signature/Date: _____	
DG1.2.3	Ensure that case records are accurate and up to date.					_____	
Range							
Cases can be either criminal or civil in courts, or tribunal cases.						Candidate Signature/Date: _____	
						Assessor Signature/Date: _____	
						IV Signature/Date: _____	

Unit DG1 Process the outcomes of courts/tribunals hearings

Element	Element Title	Portfolio Reference					Confirmations
DG1.2	Notify relevant parties of the outcomes of courts/tribunals						
Knowledge and Understanding							
1	The different enforcement authorities available to the courts/tribunals within the scope of your responsibility, and their different of activity and authority.						Candidate Signature/Date: _____ Assessor Signature/Date: _____
2	Organisational requirements for maintaining file records relating to cases subject to enforcement, including where cases are complete.						IV Signature/Date: _____

Unit DG1 Process the outcomes of courts/tribunals hearings

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 DG1 Process the outcomes of courts/tribunals hearings

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 ZB1 Promote continuous improvement in customer service

Element	Element Title	Portfolio Reference					Confirmations
ZB1.1	Plan improvements in customer service based on customer feedback						
Performance Evidence							
ZB1.1.1	Gather feedback from customers that will help to identify opportunities for customer service improvement.						Candidate Signature/Date: _____
ZB1.1.2	Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes.						Assessor Signature/Date: _____
ZB1.1.3	Discuss with others the potential effects of any proposed changes for your customers and your organisation.						_____
ZB1.1.4	Negotiate changes in customer service systems and improvements with somebody with sufficient authority to approve trial or full implementation of the change.						IV Signature/Date: _____

Unit ZB1 Promote continuous improvement in customer service

Element	Element Title	Portfolio Reference					Confirmations
ZB1.2	Implement changes in customer service						
Performance Evidence						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____	
ZB1.2.1	Organise the implementation of authorised changes.						
ZB1.2.2	Implement the changes following organisational guidelines.						
ZB1.2.3	Inform people inside and outside your organisation who need to know of the changes being made and the reasons for them.						
ZB1.2.4	Monitor early reactions to changes and make appropriate fine tuning adjustments.						

Unit ZB1 Promote continuous improvement in customer service

Element	Element Title	Portfolio Reference					Confirmations
ZB1.3	Review changes to promote continuous improvement						
Performance Evidence						Candidate Signature/Date: _____	
ZB1.3.1	Collect and record feedback on the effects of changes.						
ZB1.3.2	Analyse and interpret feedback and share your findings on the effects of changes with others.					Assessor Signature/Date: _____	
ZB1.3.3	Summarise the advantages and disadvantages of the changes.						
ZB1.3.4	Use your analysis and interpretations of changes to identify opportunities for further improvement.					IV Signature/Date: _____	
ZB1.3.5	Present these opportunities to somebody with sufficient authority to make them happen.						

Unit ZB1 Promote continuous improvement in customer service

		Portfolio Reference					Confirmations
Knowledge and Understanding for the Unit							
1	How service improvements in your area affect the balance between overall customer satisfaction, the costs of providing service and regulatory requirements.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	How customer experience is influenced by the way service is delivered.						
3	How to collect, analyse and present customer feedback.						
4	How to make a business case to others to bring about change in the products or services you offer.						

Unit ZB1 Promote continuous improvement in customer service

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. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. 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.

You must provide evidence that you have organised changes over a period of time which have resulted in sustainable continuous improvement in customer service.

You must show that your proposals for improvements:

- ◆ are based on planned and analysed customer feedback
- ◆ take into account all relevant regulations
- ◆ take into account the costs and benefits to the organisation

You may carry out this work alone or with colleagues. However, you must prove that you have taken an active role in:

- ◆ collecting and analysing feedback
- ◆ proposing initiatives for change
- ◆ implementing the change
- ◆ evaluating and reviewing the change

Your evidence must clearly show the part you have played in each step of the process.

The changes that you propose and initiate may be changes in how services or products are supplied or in how you and your colleagues behave when delivering services or products.

Unit ZB1 Promote continuous improvement in customer service

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 ZB2 Develop your own and others' customer service skills

Element	Element Title	Portfolio Reference					Confirmations
ZB2.1	Develop your own customer service skills						
Performance Evidence							Candidate Signature/Date: _____
ZB2.1.1	Agree with a manager or mentor the specific customer service skills you need in your customer service role.						
ZB2.1.2	Agree the actions you need to take to improve your customer service skills.						Assessor Signature/Date: _____
ZB2.1.3	Draw up a personal development plan based on your agreed actions to improve your customer service skills.						
ZB2.1.4	Carry out your personal development activities and regularly review your progress.						IV Signature/Date: _____
ZB2.1.5	Obtain feedback from your manager or mentor about your customer service performance and update your personal development plan.						_____

Unit ZB2 Develop your own and others' customer service skills

Element	Element Title	Portfolio Reference					Confirmations
ZB2.2	Plan the coaching of others in customer service						
Performance Evidence							Candidate Signature/Date: _____
ZB2.2.1	Identify and agree with colleagues specific customer service skills and knowledge they need in their customer service roles.						Assessor Signature/Date: _____
ZB2.2.2	Identify opportunities for colleagues to take actions to develop their customer service skills.						IV Signature/Date: _____
ZB2.2.3	Plan and organise activities and coaching sessions for colleagues to help them develop their customer service skills.						

Unit ZB2 Develop your own and others' customer service skills

Element	Element Title	Portfolio Reference					Confirmations
ZB2.3	Coach others in customer service						
Performance Evidence						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____	
ZB2.3.1	Coach colleagues to develop specific and agreed customer service skills.						
ZB2.3.2	Give colleagues the opportunity to practise skills, apply knowledge and gain experience to develop customer service competence.						
ZB2.3.3	Regularly check the progress of colleagues and modify your coaching as appropriate.						
ZB2.3.4	Give regular feedback to colleagues about the progress they are making.						
ZB2.3.5	Explain clearly to colleagues how ongoing support will be provided.						

Unit ZB2 Develop your own and others' customer service skills

		Portfolio Reference					Confirmations
Knowledge and Understanding for the Unit							
1	Organisational systems and procedures for developing your own and others' personal performance in customer service.					Candidate Signature/Date: <hr/> Assessor Signature/Date: <hr/> IV Signature: <hr/>	
2	How your behaviour impacts on others.						
3	How to review effectively your personal strengths and development needs.						
4	How to put together a personal development plan for yourself, or a colleague, that will build on strengths and overcome weaknesses in areas that are important to customer service.						
5	How to obtain useful and constructive personal feedback from others.						
6	How to respond positively to personal feedback.						
7	How to put together a coaching plan that will build on the strengths of the learner and overcome their weaknesses in areas that are important to customer service and their job role.						
8	How to give useful and constructive personal feedback to others.						
9	How to help others to respond positively to personal feedback.						

Unit ZB2 Develop your own and others' customer service skills

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. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. 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 for you assessor to be confident that you are competent.

Your personal development plan may be based on existing customer service skills and development activities that already take place in your organisation or new activities that you have to devise for this Unit.

You must have constructed your personal development plan taking account of information about the knowledge and skills relevant to your:

- ◆ customer service role
- ◆ own preferred method of learning
- ◆ workload
- ◆ opportunities for learning on the job
- ◆ opportunities for learning off the job

An 'appropriate person' must be your manager, your supervisor or team leader, a colleague detailed to help you learn, your assessor, your mentor or someone from your training or personnel department.

Feedback about your customer service performance must involve your line manager or supervisor and your evidence must show this.

Your evidence of coaching may relate to a single colleague or several colleagues who may be new to the organisation, new to the department or new to the job, procedure, or system.

Unit ZB2 Develop your own and others' customer service skills

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 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 HB5 Provide leadership for your team

Element	Element Title	Portfolio Reference					Confirmations
HB5.1	Provide leadership for your team						
Performance Evidence							
HB6.1.1	Set out and positively communicate the purpose and objectives of the team to all members.						Candidate Signature/Date: _____
HB6.1.2	Involve members in planning how the team will achieve its objectives.						
HB6.1.3	Ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives.						Assessor Signature/Date: _____
HB6.1.4	Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved.						
HB6.1.5	Win the trust and support of the team for your leadership through your performance.						IV Signature/Date: _____
HB6.1.6	Steer the team successfully through difficulties and challenges, including conflict within the team.						
HB6.1.7	Encourage and recognise creativity and innovation within the team.						
HB6.1.8	Give team members support and advice when they need it especially during periods of setback and change.						
HB6.1.9	Motivate team members to present their own ideas and listen to what they say.						
HB6.1.10	Encourage team members to take the lead when they have the knowledge and expertise, and show willingness to follow this lead.						
HB6.1.11	Monitor activities and progress across the team without interfering.						
HB6.1.12	Create a sense of common purpose.						
HB6.1.13	Take personal responsibility for making things happen.						
HB6.1.14	Encourage and support others to take decisions autonomously.						
HB6.1.15	Act within the limits of your authority.						
HB6.1.16	Make time available to support others.						
HB6.1.17	Show integrity, fairness and consistency in decision making.						
HB6.1.18	Seek to understand people's needs and motivations.						
HB6.1.19	Demonstrate behaviour that shows respect, helpfulness and co-operation.						

Unit HB5 Provide leadership for your team

Element	Element Title	Portfolio Reference	Confirmations
HB5.1	Provide leadership for your team		
Knowledge and Understanding			
<i>General knowledge and understanding</i>			
1	The principal different ways to communicate effectively with members of a team.		Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	How to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).		
3	How to plan the achievement of team objectives and the importance of involving team members in the process.		
4	The importance of and being able to show team members how personal work objectives contribute to achievement of team objectives.		
5	That different styles of leadership exist.		
6	How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievement.		
4	The types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them.		
8	The importance of encouraging others to take the lead and ways in which this can be achieved.		
9	The benefits of and how to encourage and recognise creativity and innovation within a team.		
<i>Justice sector specific knowledge and understanding</i>			
1	The legal, regulatory and ethical requirements in the justice sector relevant to your area of responsibility.		
<i>Organisational specific knowledge and understanding</i>			
1	The members, purpose, objectives and plans of your team.		
2	The personal work objectives of members of your team.		
3	The types of support and advice that team members are likely to need and how to respond to these.		
4	The standards of performance for the work of your team.		

Unit HB5 Provide leadership for your team

Evidence Requirements

The following are **possible examples** of evidence:

Plans, procedures, records of meetings and other communications you have prepared that clearly articulate your vision and show how it is to be translated into action:

- ◆ vision statement, policy statements, operational objectives plans and procedures
- ◆ notes, presentations and materials from team briefings and other meetings and discussions, newsletters, notices, intranet and internet pages
- ◆ personal statements (how you ensured that your vision was understood and used by others to shape their behaviour)
- ◆ witness statements (by those using your vision to shape their behaviour)

Records of critical incidents that show decisions you have made and how you have delegated responsibility to others, and have authorised activities designed to address significant problems and seized opportunities:

- ◆ contemporaneous notes, diary entries or memoranda to record significant difficulties or problems (eg those with possible disciplinary, business or legal consequences)
- ◆ letters, memoranda, emails, reports and other communications to inform appropriate people and make a formal record of your decisions and actions (eg to resolve problems and delegate responsibility for future actions)
- ◆ minutes or notes of progress report meetings
- ◆ personal statements (how you made significant decisions and delegated responsibility to others)
- ◆ witness statements (how you made significant decisions and delegated responsibility to others)

Proposals you have made, parameters you have set, plans you have made and records you have kept of development meetings and projects designed to encourage creative ideas-generation and innovation:

- ◆ proposals for, and agenda and reports of meetings
- ◆ criteria used to sort and evaluate creative ideas
- ◆ proposals to develop new and innovative products, production systems or operational procedures

Unit HB5 Provide leadership for your team

Evidence Requirements (cont)

Records of feedback you have received from managers, peers, those you manage and other colleagues, about your management and leadership performance:

- ◆ records or appraisal or performance review interviews with your line manager
- ◆ records of 360° appraisals by colleagues
- ◆ notes of informal feedback, reflective logs or CPD records
- ◆ critical incident personal reports
- ◆ witness statements (experiences of your leadership and management performance)

Unit HB5 Provide leadership for your team

Notes/Comments

Assessor Statement

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Signature _____

Date _____

Candidate Statement

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Unit HD5 Allocate and check work in your team

Element	Element Title	Portfolio Reference					Confirmations
HD5.1	Allocate and check work in your team						
Performance Evidence							
HD5.1.1	Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues.						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
HD5.1.2	Plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources.						
HD5.1.3	Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development.						
HD5.1.4	Brief team members on the work that they have been allocated and the standard or level of expected performance.						
HD5.1.5	Encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated.						
HD5.1.6	Check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback.						
HD5.1.7	Support team members in identifying and dealing with problems and unforeseen events.						
HD5.1.8	Motivate team members to complete the work that they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion.						
HD5.1.9	Monitor the team for conflict, identifying the cause(s) when it occurs and deal with it promptly and effectively.						
HD5.1.10	Identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members.						
HD5.1.11	Recognise successful completion of significant pieces of work or work activities by team members and the overall team and advise your manager.						
HD5.1.12	Use information collected on the performance of team members in any formal appraisal of performance.						
HD5.1.13	Make time available to support others.						
HD5.1.14	Agree clearly what is expected of others and hold them to account.						
HD5.1.15	Prioritise objectives and plan work to make best use of time and resources.						
HD5.1.16	State your own position and views clearly and confidently in conflict situations.						

Unit HD5 Allocate and check work in your team

Performance Evidence (cont)						Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
HD5.1.17	Show integrity, fairness and consistency in decision-making.					
HD5.1.18	Seek to understand people's needs and motivations.					
HD5.1.19	Take pride in delivering high quality work.					
HD5.1.20	Take personal responsibility for making things happen.					
HD5.1.21	Encourage and support others to make the best use of their abilities.					
HD5.1.22	Are vigilant for possible risk and hazards.					

Unit HD5 Allocate and check work in your team

Element	Element Title	Portfolio Reference	Confirmations
HD5.1	Allocate and Check Work in Your Team		
Knowledge and Understanding			
<i>General knowledge and understanding</i>			
1	The principal different ways of communicating effectively with members of a team.		Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____
2	The importance of confirming/clarifying the work required of the team with your manager and how to do this effectively.		
3	How to plan the work of a team, including how to identify any priorities or critical activities and the available resources.		
4	How to identify and take due account of health and safety issues in the planning, allocation and checking of work.		
5	Why it is important to allocate work across the team on a fair basis and how to do so.		
6	Why it is important to brief team members on the work that they have been allocated and the standard or level of expected performance and how to do so.		
7	Ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated.		
8	Effective ways of regularly and fairly checking the progress and quality of the work of team members.		
9	How to provide prompt and constructive feedback to team members.		
10	How to select and apply a limited range of different methods of motivating, supporting and encouraging team members to complete the work they have been allocated, improve their performance and for recognising their achievements.		
11	The additional support and/or resources which team members might require to help them complete their work and how to assist in providing this.		
12	Why it is important to monitor the team for conflict and how to identify the causes of conflict when it occurs and deal with it promptly and effectively.		
13	Why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members.		

Unit HD5 Allocate and check work in your team

Knowledge and Understanding							
14	The type of problems and unforeseen events that may occur and how to support team members in dealing with them.						Candidate Signature/Date: _____
15	How to log information on the ongoing performance of team members and using this information for performance appraisal purposes.						
<i>Justice sector specific knowledge and understanding</i>							Assessor Signature/Date: _____
1	Justice sector specific legislation, regulations, guidelines, and codes of practice relating to carrying out work within your area of responsibility.						
2	Justice sector requirements for the development or maintenance of knowledge, understanding and skills within your area of responsibility.						IV Signature/Date: _____
<i>Organisational specific knowledge and understanding</i>							
1	The members, purpose and objectives of your team.						
2	The work required of your team.						
3	The available resources for undertaking the required work.						
4	Your organisation's and procedures written health and safety policy statement and associated information and requirements.						
5	Your team's plan for undertaking the required work.						
6	The skills, knowledge and understanding, experience and workloads of team members.						
7	Your organisation's policy in terms of personal development.						
8	The reporting lines in your organisation and the limits of your authority.						
9	Organisational standards or levels of expected performance.						
10	Organisational policies and procedures for dealing with poor performance.						
11	Organisational grievance and disciplinary policies and procedures.						
12	Organisational performance appraisal systems.						

Unit HD5 Allocate and check work in your team

Evidence Requirements

The following are **possible examples** of evidence:

Records of work allocation to your team and its members:

- ◆ notes of meetings with your manager, schedules and other documents recording the work required from your team, and any priorities
- ◆ detailed work schedules, timetables and other plans for individual and team work activities, tasks, production targets or other ways of defining workloads
- ◆ notes of team briefings to allocate individual and team work activities, tasks, targets, etc
- ◆ personal statements (reflections on the process and reasoning behind work allocation, including work priorities, availability of resources, and the relative abilities and development needs of team members)
- ◆ witness statements (comments on the process of work allocation and perceptions of its fairness, appropriateness and clarity)

Records of the quality and quantity of the team's output:

- ◆ records of the monitoring of work output/production for quality, consistency with specifications, etc (eg quality control charts, etc) that you have collected
- ◆ records of individual and team work output or production records, production/operational reports that you have prepared, etc
- ◆ notes, reports, recommendations to managers or other records of problems or critical incidents and action you have taken in relation to supplied materials; equipment, vehicles or facilities, product/service quality, health, safety or security, customers, or team members' work performance (including issues requiring disciplinary action, and training or coaching activity you have undertaken)
- ◆ notes, emails, memos or other records of formal or informal feedback or performance appraisal of team members
- ◆ personal statement (reflections on your own role in dealing with problems or critical incidents affecting the team and its performance, and how you encourage the team and individual members to work to the best of their ability to achieve or exceed targets of quality and quantity of products or services)
- ◆ witness statements (comments on your own role in dealing with problems or critical incidents affecting the team and its performance, and how you encourage the team and individual members to work to the best of their ability to achieve or exceed targets for quality and quantity of products or services)

Unit HD5 Allocate and check work in your team

Notes/Comments

Assessor Statement

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Signature _____

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Signature _____

Date _____

Unit AD2 Develop, sustain and evaluate joint work between agencies

Element	Element Title	Portfolio Reference					Confirmations	
AD2.1	Develop joint working with other agencies							
Performance Evidence								
AD2.1.1	Identify those agencies that would help your agency achieve its overall aims and objectives.						Candidate Signature/Date: _____	
AD2.1.2	Determine the relative advantages and disadvantages of joint working and the overall benefits of pursuing it.						_____	
AD2.1.3	Help people in your own agency see the benefit of joint working.						Assessor Signature/Date: _____	
AD2.1.4	Work with others in your agency to plan how to take forward the joint working.						_____	
AD2.1.5	Identify and seize <i>opportunities</i> for developing relationships with other agencies interacting with them in a way that encourages mutually valued relationships.						IV Signature/Date: _____	
AD2.1.6	Make proposals to people with influence in the other agencies on the purpose and benefits of working jointly, and how this can help both agencies achieve their agendas.						_____	
AD2.1.7.	Propose realistic and sustainable ways in which joint working could take place at both a strategic and operational level.						_____	
AD2.1.8	Work with people in the other agency to agree and record the necessary detail of joint working and any specific actions that need to take place.						_____	
Range								
Opportunities: <ul style="list-style-type: none"> ◆ setting up specific opportunities for meeting with these agencies ◆ capitalising on opportunities that already exist (eg joint membership of committees) 							Candidate Signature/Date: _____	

								Assessor Signature/Date: _____

								IV Signature/Date: _____

Unit AD2 Develop, sustain and evaluate joint work between agencies

Element	Element Title	Portfolio Reference					Confirmations
AD2.2	Sustain and evaluate joint working with other agencies						
Performance Evidence							
AD2.2.1	Promote joint working in your own agency.						Candidate Signature/Date: _____
AD2.2.2	Enable people in your own agency to <ul style="list-style-type: none"> ◆ understand the purpose and aims of the joint working ◆ understand their contribution to it ◆ make suggestions for how it can be improved ◆ make a full contribution to the joint working so that it achieves its aims ◆ learn from the joint working 						Assessor Signature/Date: _____
AD2.2.3	Actively monitor how people in your own agency are committed to and actively engaged in the joint working.						IV Signature/Date: _____
AD2.2.4	Identify tensions with joint working and take appropriate action to remedy them.						
AD2.2.5	Accept joint responsibility for any tensions that arise in the joint working.						
AD2.2.6	Recognise and help people celebrate the achievements of the joint working.						
AD2.2.7	Work with others involved to review and evaluate the joint working and agree how it can be improved in the future.						
AD2.2.8	Take the appropriate actions to put agreed recommendations for change into place.						
Range							
Promote joint working: <ul style="list-style-type: none"> ◆ in your day-to-day work and in your actions (eg making sure you put time into the joint working) ◆ enabling others to see the benefits of joint working ◆ challenging those who undermine joint working Tensions with joint working <ul style="list-style-type: none"> ◆ in your own agency (including developments that could affect the joint work) ◆ stemming from the other agency ◆ joint tensions between the agencies involved 							Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____

Unit AD2 Develop, sustain and evaluate joint work between agencies

		Portfolio Reference					Confirmations
Knowledge and Understanding for the Unit							
1	The nature of the justice sector, and the nature, roles and functions of the principal agencies within it.					Candidate Signature/Date: _____ Assessor Signature/Date: _____ IV Signature/Date: _____	
2	The principles and benefits of joint working (including how it links to legislation, guidelines of good practice, charters and service standards, previous failures in practice).						
3	The different forms of joint working (eg networking, cooperating, collaborating and integrating) and how this may change over time.						
4	Evidence of effective joint working and how to apply this to your own context.						
5	The possible effect of joint working on your own agency and the link of this to organisational development.						
6	The reasons for considering joint working at both strategic and operational levels and how you can support both.						
7	Effective change management processes and how you can adopt an approach and working style which is supportive of change and supports joint working.						
8	How you can effectively promote joint working in your own agency.						
9	How you can effectively support others in joint working.						
10	The reasons for actively monitoring how people in your own agency are undertaking joint working and their commitment to it and take action to remedy any problems.						
11	The range of issues that might occur with joint working and why these need to be addressed.						
12	Why it is necessary to celebrate the success of joint working as well as tackle any issues with it and how to do this appropriately.						
13	How to evaluate joint working and feed this into future developments.						

Unit AD2 Develop, sustain and evaluate joint work between agencies

Evidence Requirements

Where simulations (such as case studies) are used for performance evidence these should properly reflect the requirements of real working situations.

You must practically demonstrate in your work that you have met the standard for contributing to the quality of team working, all performance criteria and all of the aspects of range, except those detailed below:

Element AD2.2 Sustain and evaluate joint working with others agencies

From the range in Element 2 you must show that you:

- ◆ have identified one of three types of tensions with joint working

* Items from the range not covered by performance evidence should be supported by knowledge evidence.

Unit AD2 Develop, sustain and evaluate joint work between agencies

Notes/Comments

Assessor Statement

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Signature _____

Date _____

Candidate Statement

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Signature _____

Date _____