

## Scottish Vocational Qualification

### **SVQ 3 Community Justice: Work with Victims, Survivors and Witnesses at SCQF level 7**

Awarded by **The Scottish Qualifications Authority**

Accredited from 31 July 2010 to 31 July 2015

Group award number: G9YK 23

## **Standards**

This SVQ is based on standards developed collaboratively by Skills for Justice and the Scottish Social Services Council (SSSC) for staff working in Community Justice, Probation, Social Work and non-profit agencies.

The award is also designed for those staff in job roles regulated by the SSSC. In Scotland, the SSSC represents a wide variety of stakeholders working in a broad range of occupations and job roles within the health and social care sectors.

**The first code (6 digits) indicates the SQA Unit code. The code in brackets indicates the National Occupational Standards Unit code**

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

## **Structure of the SVQ**

The way the SVQ is made up is shown below. The Unit title appears in bold and the elements that make up each Unit are listed under the Unit title.

To achieve the SVQ level 3, candidates are required to complete **EIGHT** Units, **five** Mandatory Units, and **three** Optional Units.

## **Mandatory Units — Candidates must complete FIVE Mandatory Units**

**All candidates must complete the following Unit**

### **F9EP 04 (BE2) SCQF level 7/SCQF Credit 12**

**Provide initial support to victims, survivors and witnesses and assess their need for further support**

1. Provide initial support to victims, survivors and witnesses
2. Assess the needs and wishes of victims, survivors and witnesses for further support

## **ROUTE 1**

### **Group A — Candidates must complete FOUR of these Units (including either HSC34 or HSC35)**

#### **DK4R 04 (HSC31) SCQF level 7/SCQF credit 8**

##### **Promote effective communication with for and about individuals**

1. Identify ways to communicate effectively
2. Communicate effectively on difficult, complex and sensitive issues
3. Support individuals to communicate
4. Update and maintain records and reports

#### **DK4K 04 (HSC32) SCQF level 7/SCQF credit 8**

##### **Promote, monitor and maintain health, safety and security in the working environment**

1. Monitor and maintain the safety and security of the working environment
2. Promote health and safety in the working environment
3. Minimise risks arising from emergencies

#### **DK57 04 (HSC33) SCQF level 7/SCQF credit 8**

##### **Reflect on and develop your practice**

1. Reflect on your practice
2. Take action to enhance your practice

**One** of the following two Units should be completed

#### **DK4H 04 (HSC34) SCQF level 7/SCQF credit 8**

##### **Promote the well-being and protection of children and young people**

1. Work with children and young people in ways that promote their rights and responsibilities
2. Support children and young people to express their views and preferences about their health and well-being
3. Contribute to the protection of children and young people

#### **DK41 04 (HSC35) SCQF level 7/SCQF credit 8**

##### **Promote choice, well-being and the protection of all individuals**

1. Develop supportive relationships that promote choice and independence
2. Respect the diversity and difference of individuals and key people
3. Contribute to the protection of all individuals

**Group B options — candidates must complete THREE of these Units and might do DE101 or DE3, but not both**

#### **F29C 04 (F403/AD1) SCQF level 5/SCQF Credit 6**

##### **Develop and sustain effective working with staff from other agencies**

1. Develop effective working relationships with staff in other agencies
2. Sustain effective working relationships with staff in other agencies

#### **B83P 04 (B103/BA5) SCQF level 7/SCQF Credit 12**

##### **Contribute to developing awareness and community action in relation to crime**

1. Develop plans to promote awareness and community action in relation to crime
2. Promote awareness and community action in relation to crime
3. Contribute to the evaluation and improvement of awareness raising and community action in relation to crime

**D8NL 04 (B107/BA6) SCQF level 7/SCQF Credit 12**

**Promote the Needs and Rights of Individuals and Groups in the Community**

- 1 Promote the rights of individuals and groups in the community
- 2 Help individuals to represent their own interests

**D8PK 04 (C101/BE1) SCQF Level 7/SCQF Credit 12**

**Evaluate and process referrals to provide services to victims, survivors and witnesses**

- 1 Evaluate referrals to provide services to victims, survivors and witnesses
- 2 Process and allocate referrals to particular workers

**F9ER 04 (BE3) SCQF level 7/SCQF Credit 12**

**Assist victims, survivors and witnesses to manage the effects which their experience has had on their lives**

- 1 Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour
- 2 Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour

**F9ET 04 (BE4) SCQF level 7/SCQF Credit 12**

**Support victims, survivors and witnesses who have suffered bereavement**

- 1 Provide initial support to victims, survivors and witnesses who have suffered bereavement
- 2 Provide further support to victims, survivors and witnesses who have suffered bereavement

**D8PG 04 (C106/BE6) SCQF level 7/SCQF Credit 12**

**Enable people to support victims, survivors and witnesses in managing the effects of their experience on their lives**

- 1 Agree with people how they will support victims, survivors and witnesses in managing their experience
- 2 Assist people as they support victims, survivors and witnesses in managing their experience

**F9FL 04 (BH202) SCQF level 7/SCQF Credit 13**

**Challenge public attitudes towards domestic and/or sexual abuse/violence**

- 1 Challenge public attitudes towards domestic and/or sexual abuse/violence

**F9EW 04 (BI101) SCQF level 7/SCQF Credit 13**

**Communicate and engage with victims/survivors of domestic and/or sexual abuse/violence**

- 1 Prepare for a meeting with a victim/survivor of domestic and/or sexual abuse/violence
- 2 Communicate with the victim/survivor regarding their situation
- 3 Take action in response to the information provided by the victim/survivor

**F9EX 04 (BI201) SCQF level 7/SCQF Credit 13**

**Assess the needs of and risks to victims/survivors of domestic abuse/violence**

- 1 Gather information regarding the victim/survivor and their circumstances
- 2 Assess the information, agreeing needs and identifying risk
- 3 Agree the victim/survivor's needs from appropriate interventions

**F9EY 04 (BI202) SCQF Level 7/SCQF Credit 13**

**Assess the needs of and risks to victims/survivors of sexual abuse/violence**

- 1 Gather information regarding the victim/survivor and their circumstances
- 2 Assess the information, agreeing needs and identifying risk
- 3 Agree the victim/survivor's needs from appropriate interventions

**F9F0 04 (BI301) SCQF level 7/SCQF Credit 13**

**Develop plans to manage the risk of harm to victims/survivors of domestic and/or sexual abuse/violence**

- 1 Establish the aspects to be addressed by the plan
- 2 Prepare and agree plans for managing the risk to victims/survivors
- 3 Work with other organisations, agreeing their roles

**FA2A 04 (DA1) SCQF level 6/SCQF Credit 11**

**Provide and present information for courts and formal hearings**

- 1 Provide written information for courts and formal hearings
- 2 Make oral contributions to courts and formal hearings

**F9FM 04 (DE1) SCQF level 7/SCQF Credit 12**

**Assist witnesses and their associates to prepare for judicial and legal processes**

- 1 Offer initial support and practical advice to witnesses and their associates and assess their need for further support
- 2 Familiarise witnesses and their associates with the court and court processes prior to trial

**D8R1 04 (C202/DE2) SCQF level 7/SCQF Credit 12**

**Support witnesses and their associates during judicial and legal processes**

- 1 Support witnesses and their associates who are waiting to give evidence
- 2 Support witnesses whilst they are giving evidence in court
- 3 Support witnesses and their associates after they have given evidence

**F9FN 04 (DE3) SCQF level 7/SCQF Credit 12**

*If you choose this Unit, you cannot do Unit DE101 as well*

**Support vulnerable or intimidated witnesses during judicial and legal processes**

- 1 Support vulnerable or intimidated witnesses during judicial and legal processes
- 2 Support vulnerable or intimidated witnesses to give evidence

**F9FR 04 (DE4) SCQF level 7/SCQF Credit 13**

**Inform and update victims on the progress of offenders through custodial sentences**

- 1 Establish contact with victims and identify their wishes regarding further contact
- 2 Maintain contact with victims to update them on offenders' progress through custodial sentences
- 3 Consult with victims regarding the conditions of release of offenders

**F9FT 04 (DE5) SCQF level 7/SCQF Credit 12**

**Establish and maintain contact with victims, survivors and witnesses which acknowledges the effects of their experience**

- 1 Establish contact with victims, survivors and witnesses in a manner which acknowledges the effects of their experience
- 2 Maintain contact with victims, survivors and witnesses in a manner which acknowledges the effects of their experience

**F9F5 04 (DE101) SCQF level 7/SCQF Credit 13**

*If you choose this Unit, you cannot do Unit DE3 as well*

**Support victims/survivors of domestic and/or sexual abuse/violence through the court process**

- 1 Support victims/survivors of domestic and/or sexual abuse/violence through the court process

**DK38 04 (HSC386/GA9) SCQF level 7/SCQF Credit 12**

**Assist in the transfer of individuals between agencies and services**

- 1 Support individuals as they prepare for transfer
- 2 Make agency preparations for individuals' transfer
- 3 Supervise individuals during transfer

**B6XV 04 (E309/GB8) SCQF level 7/SCQF Credit 13**

**Represent individuals' and families' interests when they are not able to do so themselves**

- 1 Agree with individuals and families their preferences and wishes regarding representation
- 2 Act on behalf of individuals and families when they are not able to represent themselves
- 3 Enable individuals and families to evaluate and review the effectiveness of representation

**F9FX 04 (GK101) SCQF level 7/SCQF Credit 13**

**Provide access to information for victims/survivors of domestic and/or sexual abuse/violence**

- 1 Provide access to information for victims/survivors of domestic/sexual abuse/violence

**F9FY 04 (GK102) SCQF level 7/SCQF Credit 12**

**Deliver interventions towards increasing the safety of individual victims/survivors of domestic and/or sexual abuse/violence**

- 1 Prepare to deliver interventions supporting victims/survivors
- 2 Implement interventions

**F9F8 04 (GK103) SCQF level 7/SCQF Credit 12**

**Assist victims/survivors of domestic and/or sexual abuse/violence to access legal protection**

- 1 Assist victims/survivors of domestic and/or sexual abuse/violence to access legal protection

**F9G1 04 (GK104) SCQF level 8/SCQF Credit 12**

**Empower victims/survivors of domestic and/or sexual abuse/violence to recover and to regain control of their lives**

- 1 Empower victims/survivors of domestic and/or sexual abuse/violence to recover and to regain control of their lives

**F9FA 04 (GK105) SCQF level 7/SCQF Credit 12**

**Advocate on behalf of victims/survivors of domestic and/or sexual abuse/violence**

- 1 Advocate on behalf of victims/survivors of domestic and/or sexual abuse/violence

**F9FC 04 (GK106) SCQF level 7/SCQF Credit 12**

**Provide group support for victims/survivors of domestic and/or sexual abuse/ violence**

- 1 Provide group support for victims/survivors of domestic and/or sexual abuse/ violence

**F9FD 04 (GK107) SCQF level 7/SCQF Credit 12**

**Monitor and evaluate the impact of intervention Programmes upon the welfare of victims/survivors of domestic and/or sexual abuse/violence**

- 1 Monitor the impact of interventions for the victim/survivor
- 2 Liaise with others towards enhancing the effectiveness of interventions

**F9FE 04 (GK201) SCQF level 7/SCQF Credit 12**

**Provide safe, emergency accommodation for victims/survivors of domestic and/or sexual abuse/violence**

- 1 Identify victims/survivors requiring emergency accommodation
- 2 Support victims/survivors in accessing emergency accommodation

**F9FF 04 (GK202) SCQF level 7/SCQF Credit 12**

**Arrange safe accommodation for victims/survivors of domestic and/or sexual abuse/violence**

- 1 Engage with victims/survivors to determine their accommodation requirements
- 2 Assist providers of accommodation services in supporting victims/survivors
- 3 Provide support to victims/survivors moving into accommodation

**F9FG 04 (GK203) SCQF level 7/SCQF Credit 13**

**Support victims/survivors of domestic and/or sexual abuse/violence within safe accommodation**

- 1 Maintain services and support to victims/survivors
- 2 Maintain safety and security within the accommodation

**F9FH 04 (GK301) SCQF level 7/SCQF Credit 13**

**Provide support to victims of forced marriages**

- 1 Identify and gather information regarding victims of forced marriages
- 2 Take action to protect victims of forced marriages

**F9FJ 04 (GK401) SCQF level 6/SCQF Credit 10**

**Address callers regarding domestic and/or sexual abuse/violence with sensitivity**

- 1 Address callers regarding domestic and/or sexual abuse/violence with sensitivity

**ROUTE 2**

**Group A — Candidates should complete all FOUR of these Units**

**F297 04 (AA1) SCQF level 7/SCQF Credit 8**

**Promote equality and value diversity**

- 1 Promote equality and value diversity

**D8PK 04 (C101/BE1) SCQF level 7/SCQF Credit 12**

**Evaluate and process referrals to provide services to victims, survivors and witnesses**

- 1 Evaluate referrals to provide services to victims, survivors and witnesses
- 2 Process and allocate referrals to particular workers

**F9ER 04 (BE3) SCQF level 7/SCQF Credit 12**

**Assist victims, survivors and witnesses to manage the effects which their experience has had on their lives**

- 1 Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour
- 2 Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour

**D8PG 04 (C106/BE6) SCQF level 7/SCQF Credit 12**

**Enable people to support victims, survivors and witnesses in managing the effects of their experience on their lives**

- 1 Agree with people how they will support victims, survivors and witnesses in managing their experience
- 2 Assist people as they support victims, survivors and witnesses in managing their experience

**Group B options — Candidates must complete THREE Units**

**Candidates might do DE101 or DE3, but not both, and also GC1 or GC2 but not both**

**F799 04 (AC1) SCQF level 6/SCQF Credit 8**

**Contribute to the quality of team working**

- 1 Contribute to effective team working
- 2 Contribute to the development of team working.

**F29C 04 (F403/AD1) SCQF level 5/SCQF Credit 6**

**Develop and Sustain Effective Working with Staff from other Agencies**

- 3 Develop effective working relationships with staff in other agencies
- 4 Sustain effective working relationships with staff in other agencies

**D8P3 04 (AD3/HSC449) SCQF level 9/SCQF Credit 9**

**Represent one's own agency at other agencies' meetings**

- 1 Obtain information from other agencies' meetings
- 2 Make contributions to other agencies' meetings

**F299 04 (AF10 SCQF level 4/SCQF Credit 8**

**Ensure your own actions reduce risks to health and safety**

- 1 Identify the hazards and evaluate the risks in the workplace
- 2 Reduce the risks to health and safety in the workplace

**B83P 04 (BA5) SCQF level 7/SCQF Credit 12**

**Contribute to developing awareness and community action in relation to crime**

- 1 Develop plans to promote awareness and community action in relation to crime
- 2 Promote awareness and community action in relation to crime
- 3 Contribute to the evaluation and improvement of awareness raising and community action in relation to crime

**D8NL 04 (B107/BA6) SCQF level 7/SCQF Credit 12**

**Promote the needs and rights of individuals and groups in the community**

- 3 Promote the rights of individuals and groups in the community
- 4 Help individuals to represent their own interests

**F9ET 04 (BE4) SCQF level 7/SCQF Credit 12**

**Support victims, survivors and witnesses who have suffered bereavement**

- 1 Provide initial support to victims, survivors and witnesses who have suffered bereavement
- 2 Provide further support to victims, survivors and witnesses who have suffered bereavement

**F9FL 04 (BH202) SCQF level 7/SCQF Credit 13**

**Challenge public attitudes towards domestic and/or sexual abuse/violence**

- 1 Challenge public attitudes towards domestic and/or sexual abuse/violence

**FA2A 04 (DA1) SCQF level 6/SCQF Credit 11**

**Provide and present information for courts and formal hearings**

- 1 Provide written information for courts and formal hearings
- 2 Make oral contributions to courts and formal hearings

**F9FM 04 (DE1) SCQF level 7/SCQF Credit 12**

**Assist witnesses and their associates to prepare for judicial and legal processes**

- 1 Offer initial support and practical advice to witnesses and their associates and assess their need for further support
- 2 Familiarise witnesses and their associates with the court and court processes prior to trial

**D8R1 04 (C202/DE2) SCQF level 7/SCQF Credit 12**

**Support witnesses and their associates during judicial and legal processes**

- 1 Support witnesses and their associates who are waiting to give evidence
- 2 Support witnesses whilst they are giving evidence in court
- 3 Support witnesses and their associates after they have given evidence

**F9FN 04 (DE3) SCQF level 7/SCQF Credit 12**

*If you choose this Unit, you cannot do Unit DE101) as well*

**Support vulnerable or intimidated witnesses during judicial and legal processes**

- 1 Support vulnerable or intimidated witnesses during judicial and legal processes
- 2 Support vulnerable or intimidated witnesses to give evidence

**F9F5 04 (DE101) SCQF level 7/SCQF Credit 13**

*If you choose this Unit, you cannot do Unit DE3 as well*

**Support victims/survivors of domestic and/or sexual abuse/violence through the court process**

- 1 Support victims/survivors of domestic and/or sexual abuse/violence through the court process

**F9FR 04 (DE4) SCQF level 7/SCQF Credit 13**

**Inform and update victims on the progress of offenders through custodial sentences**

- 1 Establish contact with victims and identify their wishes regarding further contact
- 2 Maintain contact with victims to update them on offenders' progress through custodial sentences
- 3 Consult with victims regarding the conditions of release of offenders

**F9FT 04 (DE5) SCQF level 7/SCQF Credit 12**

**Establish and maintain contact with victims, survivors and witnesses which acknowledges the effects of their experience**

- 1 Establish contact with victims, survivors and witnesses in a manner which acknowledges the effects of their experience
- 2 Maintain contact with victims, survivors and witnesses in a manner which acknowledges the effects of their experience



**F9FV 04 (GA1) SCQF level 7/SCQF Credit 10**

**Enable individuals to find and use services and facilities**

- 1 Support individuals in identifying available services
- 2 Enable individuals to access relevant services

**DK38 04 (HSC386/GA9) SCQF level 7/SCQF Credit 8**

**Assist in the transfer of individuals between agencies and services**

- 1 Support individuals as they prepare for transfer
- 2 Make agency preparations for individuals' transfer
- 3 Supervise individuals during transfer

**B6XV 04 (E309/GB8) SCQF level 7/SCQF Credit 13**

**Represent individuals' and families' interests when they are not able to do so themselves**

- 1 Agree with individuals and families their preferences and wishes regarding representation
- 2 Act on behalf of individuals and families when they are not able to represent themselves
- 3 Enable individuals and families to evaluate and review the effectiveness of representation

**F2AB 04 (GC1) SCQF level 7/SCQF Credit 8**

***If you choose this Unit, you cannot do Unit GC2 as well***

**Contribute to the protection of individuals from abuse**

- 1 Contribute to minimising the occurrence of abuse
- 2 Minimise the effects of abusive behaviour
- 3 Contribute to monitoring individuals who are at risk from abuse

**F9FW 04 (GC2) SCQF level 7/SCQF Credit 13**

***If you choose this Unit, you cannot do Unit GC1 as well***

**Contribute to the protection of children from abuse**

- 1 Identify signs and symptoms of possible abuse
- 2 Respond to a child's disclosure of abuse

**F9FX 04 (GK101) SCQF level 7/SCQF Credit 12**

**Provide access to information for victims/survivors of domestic and/or sexual abuse/violence**

- 1 Provide access to information for victims/survivors of domestic/sexual abuse/violence

**F9FY 04 (GK102) SCQF level 7/SCQF Credit 12**

**Deliver interventions towards increasing the safety of individual victims/survivors of domestic and/or sexual abuse/violence**

- 1 Prepare to deliver interventions supporting victims/survivors
- 2 Implement interventions

**F9F8 04 (GK103) SCQF level 7/SCQF Credit 12**

**Assist victims/survivors of domestic and/or sexual abuse/violence to access legal protection**

- 1 Assist victims/survivors of domestic and/or sexual abuse/violence to access legal protection

**F9G1 04 (GK104) SCQF level 8/SCQF Credit 12**

**Empower victims/survivors of domestic and/or sexual abuse/violence to recover and to regain control of their lives**

- 1 Empower victims/survivors of domestic and/or sexual abuse/violence to recover and to regain control of their lives

**F9FA 04 (GK105) SCQF level 7/SCQF Credit 12**

**Advocate on behalf of victims/survivors of domestic and/or sexual abuse/violence**

- 1 Advocate on behalf of victims/survivors of domestic and/or sexual abuse/violence

**F9FC 04 (GK106) SCQF level 7/SCQF Credit 13**

**Provide group support for victims/survivors of domestic and/or sexual abuse/ violence**

- 1 Provide group support for victims/survivors of domestic and/or sexual abuse/violence

**F9FD 04 (GK107) SCQF level 7/SCQF Credit 12**

**Monitor and evaluate the impact of intervention Programmes upon the welfare of victims/survivors of domestic and/or sexual abuse/violence**

- 1 Monitor the impact of interventions for the victim/survivor
- 2 Liaise with others towards enhancing the effectiveness of interventions

**F9FE 04 (GK201) SCQF level 7/SCQF Credit 12**

**Provide safe, emergency accommodation for victims/survivors of domestic and/or sexual abuse/violence**

- 1 Identify victims/survivors requiring emergency accommodation
- 2 Support victims/survivors in accessing emergency accommodation

**F9FF 04 (GK202) SCQF level 7/SCQF Credit 12**

**Arrange safe accommodation for victims/survivors of domestic and/or sexual abuse/violence**

- 1 Engage with victims/survivors to determine their accommodation requirements
- 2 Assist providers of accommodation services in supporting victims/survivors
- 3 Provide support to victims/survivors moving into accommodation

**F9FG 04 (GK203) SCQF level 7/SCQF Credit 13**

**Support victims/survivors of domestic and/or sexual abuse/violence within safe accommodation**

- 1 Maintain services and support to victims/survivors
- 2 Maintain safety and security within the accommodation

**F9FH 04 (GK301) SCQF level 7/SCQF Credit 13**

**Provide support to victims of forced marriages**

- 1 Identify and gather information regarding victims of forced marriages
- 2 Take action to protect victims of forced marriages

**F9G9 04 (HE8) SCQF level 7/SCQF Credit 10**

**Support the efficient use of resources**

- 1 Make recommendations for the use of resources
- 2 Contribute to the control of resources

**F9GA 04 (HF 24) SCQF level 7/SCQF Credit 10**

**Maintain activities to meet requirements**

- 1 Maintain work activities to meet requirements
- 2 Maintain healthy, safe and productive working conditions
- 3 Make recommendations for improvements to work activities

**F9GC 04 (HF26) SCQF level 7/SCQF Credit 13**

**Contribute to the development and promotion of the organisation and its services**

- 1 Contribute to identifying the potential for development in your organisation
- 2 Promote your organisation's services

**F9GD 04 (HJ1) SCQF level 7/SCQF Credit 13**

**Implement quality assurance systems**

- 1 Establish quality assurance systems
- 2 Maintain quality assurance systems
- 3 Recommend improvements to quality assurance systems

**F9FJ 04 (GK401) SCQF level 6/SCQF Credit 10**

**Address callers regarding domestic and/or sexual abuse/violence with sensitivity**

- 1 Address callers regarding domestic and/or sexual abuse/violence with sensitivity

**For further information on this qualification, please contact: Care Scotland 0845 213 5471**