

Overview

This standard is about receiving information regarding cases, checking and processing relevant documents and progressing cases to hearing. Cases can be either criminal or civil in courts, tribunals or prosecutions.

Performance criteria

- You must be able to:*
1. review all documentation received regarding cases in line with organisational requirements
 2. process fees when required in line with organisational requirements
 3. check cases comply with organisational, legislative and jurisdictional requirements
 4. identify the type and location of courts and tribunals appropriate to hear cases in line with organisational requirements
 5. process documentation for approval by the relevant person in line with organisational and legislative requirements
 6. process all details regarding cases in line with organisational requirements
 7. maintain case files in line with organisational requirements
 8. provide required information to relevant parties in line with organisational requirements
 9. address queries in relation to registration of cases in line with organisational requirements
 10. keep information secure in line with organisational and legislative requirements

Knowledge and understanding

You need to know and understand:

1. current organisational requirements and procedures relating to information required to create new cases
2. types of cases requiring registration fees and the associated fees within your area of responsibility
3. current organisational requirements on the remission, exemption and refund of fees
4. time limits within which papers relating to new cases must be received and processed
5. actions to take when processing incorrect and incomplete documentation
6. grounds of jurisdictions for cases in your area of responsibility
7. factors affecting which court or hearing is appropriate to hear cases
8. organisational procedures for creating new case files including required information and procedures for addressing gaps in information
9. the importance of registering details correctly, and the implications of not doing this
10. procedures for ensuring information remains secure

Receive and progress court, tribunal and prosecution cases

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Suite Courts, Tribunals and Prosecution

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