

Overview

This standard is about providing support to parties attending courts and tribunals, excluding officials. It includes explaining proceedings and ensuring parties are directed to the relevant room.

Cases can be either criminal or civil in courts, tribunals or prosecutions.

Provide support to those attending courts and tribunals

Performance criteria

- You must be able to:*
1. identify parties arriving to hearings in line with organisational requirements
 2. confirm with parties the details of hearings they are to attend in line with organisational requirements
 3. check with parties if they have information which needs to be made available to officials in line with organisational requirements
 4. ensure information reaches officials in line with organisational requirements
 5. take action where parties are missing in line with organisational requirements
 6. advise parties attending courts and tribunals of the location of facilities within the building in line with organisational requirements
 7. direct those attending to areas appropriate to their hearing in line with organisational requirements
 8. explain courts and tribunals proceedings to parties in line with organisational requirements, including:
 - 8.1 codes of behaviour
 - 8.2 where they will be seated
 - 8.3 procedures and protocols, they will be expected to follow
 9. confirm with parties the type of support required in line with organisational requirements
 10. take agreed action to address the needs of those attending in line with organisational requirements
 11. present information to those attending in line with organisational requirements, and:
 - 11.1 promote understanding
 - 11.2 encourage questions
 - 11.3 check for understanding
 - 11.4 provide clarification
 12. keep information secure in line with organisational and legislative requirements
 13. deal with individuals in ways which promote positive behaviour and attitudes in accordance with your organisation's procedures

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Knowledge and understanding

- You need to know and understand:*
1. current organisational requirements and procedures relevant to addressing, preparing and supporting parties attending courts and tribunals
 2. types of information brought by parties attending courts and tribunals
 3. who the information needs to be passed to
 4. rights, roles and responsibilities of parties attending hearings within your area of responsibility
 5. the range of facilities available to those attending courts and tribunals
 6. emergency procedures for evacuating buildings, and your role and responsibilities in the event of emergencies
 7. current organisational requirements and procedures for directing people attending hearings to waiting areas and their hearing
 8. key roles and responsibilities of officials within courts and tribunals in your area of responsibility
 9. codes of behaviour relevant to those attending court
 10. requirements for support that may arise, and how to deal with this
 11. appropriate people responsible for managing witness protection, relevant to your area of operations
 12. how to assess whether people attending hearings require support
 13. different communication methods and how to adapt your style to address the needs of individuals

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Suite Courts, Tribunals and Prosecution

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