

## Overview

This standard is about preparing and supporting jurors at court during jury service. It includes welcoming and recording details of jurors and introducing and preparing them for courtrooms, addressing general needs and enquiries.

---

## Performance criteria

- You must be able to:*
1. record jurors attending court in line with organisational requirements
  2. explain court protocols to jurors
  3. explain the location of facilities available to jurors within court buildings in line with organisational requirements
  4. present information to jurors in line with organisational requirements
  5. answer queries in line with organisational requirements, and:
    - 5.1 encourage questions
    - 5.2 check for understanding
    - 5.3 provide clarification
  6. deal with individuals in line with organisational and legislative requirements
  7. action applications by jurors for excusal from the jury panel in line with organisational requirements
  8. monitor needs of jurors at court in line with organisational requirements
  9. address needs of jurors at court in line with organisational requirements, including:
    - 9.1 special arrangements affecting access to the courtroom
  10. monitor the safety and security of jurors in line with organisational requirements
  11. maintain the safety and security of jurors in line with organisational requirements
  12. ensure the safe departure of jurors as they leave courtrooms in line with organisational requirements
  13. 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 for preparing, supporting and addressing the needs of jurors while in court buildings
2. proceedings in courts for which you are responsible including principal roles of officials
3. role and principal responsibilities of jurors
4. types of special arrangements that may be required by jurors and how to provide these
5. facilities available to jurors in court buildings
6. expenses that can be claimed by jurors and processes for claiming and reimbursing expenses
7. procedures for evacuating court buildings and your role and responsibilities in the event of emergencies
8. types of emergency requirements for security that might affect jurors, and how to deal with these
9. breaches of jury integrity and how to deal with these including the need for jurors not to communicate with members of the public during cases
10. the importance of monitoring the safety and security of jurors and how to do this

## Support jurors at court

---

**Developed by** Skills for Justice

---

**Version Number** 2

---

**Date Approved** February 2018

---

**Indicative Review Date** February 2023

---

**Validity** Current

---

**Status** Original

---

**Originating Organisation** Skills for Justice

---

**Original URN** SFJ DD2

---

**Relevant Occupations** Court Officer; Prosecution Officer; Tribunal Officer

---

**Suite** Courts, Tribunals and Prosecution

---

**Keywords** Court; case; jurors; jury service; courtroom; enquiries

---