

## Overview

This standard is about providing support to officials, litigants and others at courts and tribunals. It includes providing procedural direction on behalf of courts and tribunals and receiving and recording outcomes.

This standard excludes offering any advice on judicial or legal matters or proceedings which require legal training or qualifications.

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

## Performance criteria

### *You must be able to:*

- 1.prioritise cases of short duration to be heard first in line with organisational requirements
- 2.confirm availability of special arrangements required by individuals in line with organisational requirements
- 3.confirm equipment required for special arrangements is working correctly in line with organisational requirements and manufacturer's instructions
- 4.address problems in relation to special arrangements in line with organisational requirements
- 5.confirm individuals using special measures understand and can operate equipment provided in line with organisational requirements
- 6.operate recording equipment in line with organisational requirements
- 7.call cases in line with organisational requirements
- 8.provide support and direction to parties in line with organisational requirements
- 9.deal with individuals in ways which promote positive behaviour and attitudes in line with organisational requirement
- 10.provide instruction on proceedings in line with organisational requirements
- 11.respond to requests for advice on procedures in line with organisational requirements
- 12.make information available to those who need it and have a right to it in line with organisational requirements
- 13.establish and record outcomes have been reached in line with organisational requirements
- 14.confirm parties present are aware and understand outcomes and their impact in line with organisational and legislative requirements
- 15.maintain records of outcomes in line with organisational requirements
- 16.notify authorities of outcomes in line with organisational and legislative requirements

## Knowledge and understanding

### *You need to know and understand:*

1. current organisational requirements and procedures relating to courts and tribunals in your area of authority and responsibility, including:
  - 1.1 providing support and direction to those at courts and tribunals
  - 1.2 providing instruction and advice on procedure in courts and tribunals
  - 1.3 receiving and recording outcomes
2. benefits of hearing cases of a short duration first
3. different methods of communication and how to adapt your style to suit the needs of individuals
4. how to maintain records relating to courts and tribunals
5. the range of special arrangements available including communication and access equipment
6. the advantages and disadvantages of special arrangements for those using them and the court and tribunal process
7. how to operate equipment associated with special arrangements
8. authorities to be notified of outcomes of cases and how to do this

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