

Overview

This standard is about monitoring the behaviour of those attending courts and tribunals and addressing instances of public disorder or failure to observe accepted protocols. It does not include physically handling anyone to be escorted from hearings.

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

Performance criteria

You must be able to:

- 1.monitor the behaviour of those attending hearings in line with organisational requirements, and:
 - 1.1be alert to signs of unacceptable behaviour
 - 1.2identify instances of unacceptable behaviour
 - 1.3take action to contain instances of unacceptable behaviour
- 2.respond to problems and circumstances requiring attention in line with organisational requirements and timescales
- 3.give verbal warnings to individuals displaying initial and unacceptable signs of behaviour in line with organisational requirements
- 4.address instances of unacceptable behaviour in line with organisational requirements, and
 - 4.1report instances requiring physical intervention to authorities in line with organisational requirements
- 5.communicate in ways which promote understanding in line with organisational requirements
- 6.deal with individuals in ways which promote positive behaviour and attitudes in line with organisational and legislative requirements
- 7.maintain the safety of those attending hearings in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- 1.current organisational requirements and procedures for maintaining public order in hearings
- 2.roles and responsibilities of those who manage public order in hearings
- 3.principal types of public disorder and how to recognise these
- 4.the importance of recognising signs of potential disorder at an early stage and how to do this
- 5.actions to take to address breaches of public order
- 6.different communication methods and how to adapt your style to meet the needs of the situation
- 7.the importance of remaining calm when managing difficult situations
- 8.your role and responsibility in maintaining public order

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Maintain public order and protocols at courts and tribunals



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