

Unit Title:	Provide initial support to victims and witnesses (BE2)
OCR unit number:	R/502/5732
Level:	3
Credit value:	3
Guided learning hours:	15

Unit purpose and aim

This unit is about providing initial support to those affected by offending or anti-social behaviour (victims and witnesses). This initial support may be practical (e.g. relating to safety and security, compensation claims, paperwork) or emotional (e.g. listening, reassurance). The learner must also assess the individual's need for further support, and identify and discuss possible sources of such support. Of key importance throughout is the ability to communicate effectively to encourage individuals to express their own feelings and needs.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Know and understand the factors that affect victims and witnesses and impact on their need for support</p>	<p>The Learner can:</p> <p>1.1 Describe how crime impacts on victims and witnesses.</p> <p>1.2 Explain the reasons why it is important to recognise and address the needs of victims and witnesses.</p> <p>1.3 Identify the range of needs that victims and witnesses (including those who are particularly vulnerable) may have, and the ways in which they can be addressed.</p> <p>1.4 Explain why it is important to involve those with parental responsibility when working with children affected by crime or anti-social behaviour.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Increased fear of crime • Loss of property • Vulnerability • Seclusion and isolation • Physical injury. <p>This may include:</p> <ul style="list-style-type: none"> • Assessing the needs to ensure appropriate support • Reassurance. <p>This may include vulnerable individuals who have, for example, mental health problems, experiencing hate crimes, those experiencing violence and abuse etc. Ways to address needs may include:</p> <ul style="list-style-type: none"> • Referral to specialists • Ongoing support • Family assistance. <p>This may include:</p> <ul style="list-style-type: none"> • How those with parental responsibility provide additional support • Identifying those who have or are likely to have parental responsibility.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	<p>1.5 Describe how to use legislation, guidelines of good practice, charters and service standards to benefit and protect victims and witnesses.</p> <p>1.6 Identify appropriate sources of advice and support to assist meeting an individual's need for support.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Use of Vulnerable witness procedures • Completion of victim personal statements. <p>This may include referrals to Victim Support services, Witness Care agencies, Social Services, criminal injuries compensations board, counselling etc.</p>
<p>2 Be able to communicate effectively with victims and witnesses</p>	<p>2.1 Communicate with individuals appropriately taking account of:</p> <ul style="list-style-type: none"> • pace • their level of understanding • their preferred form of communication. <p>2.2 Encourage individuals to express their own views about their immediate needs by creating an appropriate environment, actively listening and using appropriate:</p> <ul style="list-style-type: none"> • body language • position • tone of voice. <p>2.3 Explain clearly to individuals your organisation's policy in respect of:</p> <ul style="list-style-type: none"> • confidentiality • who will have access to information provided by individuals • how the information will be recorded and stored. <p>2.4 Maintain contact with individuals communicating as necessary.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Identifying individuals communications needs and preferred styles • Identification of individuals with particular needs and adjusting the communication style to meet that need. <p>This may include:</p> <ul style="list-style-type: none"> • Using active listening skills to allow individuals to express their needs • Encourage individuals to discuss their needs through careful use of a range of communication skills. <p>This may include:</p> <ul style="list-style-type: none"> • Explanation of the confidentiality policy • Freedom of Information Act requirements and implications • Where information is recorded. <p>This may include:</p> <ul style="list-style-type: none"> • Knowing and following organisational guidelines re updating and contact • Recording or documenting ongoing contact.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	<p>2.5 When communicating with victims and witnesses ensure your actions:</p> <ul style="list-style-type: none"> • apply principles of equality, diversity and anti-discrimination practice • manage risks to health and safety • are recorded timely and accurately to meet requirements/ deadlines. 	<p>This may include:</p> <ul style="list-style-type: none"> • The principles of equality and diversity • How to treat individuals according to their needs • How to perform a health and safety risk assessment for victims and witnesses • Completion and timely submission of relevant documentation.
<p>3 Be able to provide initial support to victims and witnesses</p>	<p>3.1 Give initial support that is appropriate to the individuals' needs.</p> <p>3.2 Explain clearly to individuals the range of services available from his/her organisation, providing details of how to access these services and those of other relevant organisations.</p> <p>3.3 Make clear and accurate records of:</p> <ul style="list-style-type: none"> • the individuals' immediate needs • the initial support provided to them. <p>3.4 When providing initial support to victims and witnesses ensure your actions:</p> <ul style="list-style-type: none"> • apply principles of equality, diversity and anti-discrimination practice • manage risks to health and safety. 	<p>Support may include:</p> <ul style="list-style-type: none"> • Information • Practical assistance • Safety and protection • Medical help. <p>Range of services may include:</p> <ul style="list-style-type: none"> • Crime prevention advice • Victim Support • Witness Care • Refuge • CPS. <p>This may include completion and timely submission of relevant documentation.</p> <p>This may include:</p> <ul style="list-style-type: none"> • The principles of equality and diversity • How to treat individuals according to their needs • How to perform a health and safety risk assessment for victims and witnesses.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>4 Be able to assess the needs and wishes of victims and witnesses for further support</p>	<p>4.1 Discuss with individuals the nature and extent of their needs helping them to identify their priorities and how they could be addressed.</p> <p>4.2 Explain clearly to individuals the range of support and other services available from his/her and other organisations.</p> <p>4.3 Make clear and accurate records of:</p> <ul style="list-style-type: none"> • the individuals' needs and wishes • the agreements reached with them • the resulting actions taken. <p>4.4 When assessing the needs of victims, and witnesses ensure actions:</p> <ul style="list-style-type: none"> • apply principles of equality, diversity and anti-discrimination practice • manage risks to health and safety. 	<p>This may include:</p> <ul style="list-style-type: none"> • Using active listening skills to allow individuals to express their needs • Encourage individuals to discuss their needs through careful use of a range of communication skills. • Suggesting appropriate avenues of support. <p>Support may include:</p> <ul style="list-style-type: none"> • Information • Practical assistance • Safety and protection • Medical help • Crime prevention advice • Victim Support • Witness Care. <p>This may include recording information in pocket note books or other organisational documentation and reports.</p> <p>This may include:</p> <ul style="list-style-type: none"> • The principles of equality and diversity • How to treat individuals according to their needs • How to perform a health and safety risk assessment.

Assessment

Knowledge Element

Application of knowledge should be demonstrated in a learning and development environment prior to application in the workplace.

Workplace Assessment

Competence must be practically demonstrated on **two** occasions in the workplace.

Guidance on assessment and evidence requirements

Candidates must produce their own work and assessors use a range of assessment methods.

Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase.

Details of relationship between the unit and national occupational standards

Unit BE2, AA1, AB1, AE1, AF1, CA1.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).