
Overview

This unit is about providing limited administrative assistance in the appeals process. You have to ensure that the correct appeals documentation is available, and that details of the appellant are recorded. Accuracy and confidentiality are critical in this area of work, as is the ability to clearly assert the limits of your role in assisting with appeals.

There are two elements

- 1 Provide appeals documentation
- 2 Record details of appellants

Target Group

This unit applies to administrators working in the custodial care sector.

SFJCHCC064

Administer documentation for the appeals process

Performance criteria

Provide appeals documentation

You must be able to:

- P1 ensure the correct appeals documentation is available
- P2 ensure the appellant is aware that the establishment is not able to provide any advice about their appeal
- P3 ensure the appellant is told to contact **relevant sources** if they require further information or advice

Record details of appellants

You must be able to:

- P4 record and document details of the appellant accurately on **systems**, in line with organisational requirements
- P5 inform only authorised people about the appellant
- P6 refer to a higher authority if you are in doubt about your role in assisting individuals with appeals

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Knowledge and understanding

You need to know and understand:

- K1 current, relevant legislation, policies, procedures, codes of practice and practice advice for administering documentation for the appeals process
- K2 current, relevant legislation and organisational requirements in relation to race, diversity and human rights
- K3 current, relevant legislation and organisational requirements in relation to health and safety
- K4 the documentation individuals need if they are intending to appeal against their conviction and/or sentences
- K5 the importance of not providing individuals with advice about their appeal
- K6 the higher authority to whom you should refer if you are in doubt about your role in assisting individuals with appeals
- K7 the types of documentation which must be completed and how to complete it correctly

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Additional Information

Scope/range related to performance criteria

Provide appeals documentation

1. **relevant sources**
 - 1.1. legal representatives
 - 1.2. advice agencies
 - 1.3. court of appeal

Record details of appellants

2. **systems**
 - 2.1. manual
 - 2.2. computerised

Links to other NOS

This unit links to all the other administration units in the custodial care framework.

SFJCHCC064

Administer documentation for the appeals process

Developed by	Skills for Justice
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Relevant occupations	Public Services; Public Service and Other Associate Professionals
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Suite	Custodial Administration
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