
Overview

This standard is about assessing the communication needs and abilities of vulnerable individuals before they provide evidence to police or at court.

It is recognised that some individuals have communication difficulties and you will help them overcome their difficulties in order to give the best evidence they can when they are being interviewed by police or at court.

You will help to make the justice process accessible to some of the most vulnerable people in society and in some cases, this will make the difference for individuals to be able to participate effectively and receive a fair trial.

Target Group

This standard is intended for Registered Intermediaries who enable vulnerable individuals to participate in giving evidence.

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Assess communication needs of vulnerable individuals before they give evidence

Performance

criteria

You must be able to:

- P1 obtain consent from individuals or appropriate adults to carry out assessments in line with procedural guidelines
- P2 gather information on individuals from other agencies in line with procedural guidelines, which may include their:
 - P2.1 gender
 - P2.2 culture
 - P2.3 religion
 - P2.4 first language spoken
 - P2.5 interests
 - P2.6 communication abilities and needs
- P3 gather information from previous interviews or assessment in line with procedural guidelines
- P4 arrange assessment with individuals in line with procedural guidelines, and consider:
 - P4.1 time of day to carry out assessment
 - P4.2 time available
 - P4.3 location and environment
 - P4.4 other parties required
- P5 establish rapport with vulnerable individuals in order to assess their communication needs and abilities
- P6 assess communication needs and language abilities of individuals in line with procedural guidelines, and:
 - P6.1 consider their language capacity, preferences and needs
 - P6.2 interpret results from assessment
- P7 check individuals' understanding of information to meet their needs, and:
 - P7.1 adapt your communication as necessary
- P8 evaluate the suitability of using an intermediary, including:
 - P8.1 the necessity of using an intermediary
 - P8.2 if the intermediary has the correct skills to assist the vulnerable individual
- P9 provide initial assessment report from information gathered during assessments in line with procedural

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guidelines

- P10 provide guidance to those participating in interviews of the best way to communicate with individuals, including:
 - P10.1 check that individuals understand what is going to happen
 - P10.2 how to set up interview rooms
 - P10.3 method and style of questioning
 - P10.4 vocabulary
 - P10.5 use of communication aids or props
 - P10.6 frequency and duration of interviews
 - P10.7 how to keep individuals calm and engaged
- P11 attend interviews with investigating officers and individuals in line with procedural guidelines
- P12 help officers deal with any issues impacting on communication with individuals during interviews in line with procedural guidelines
- P13 carry out supplementary assessments if required
- P14 provide written report to courts in line with procedural guidelines, including:
 - P14.1 communication needs and abilities of individuals
 - P14.2 recommendations on how individuals should be questioned in court
 - P14.3 recommendations on special measures
 - P14.4 how quality of evidence could be improved
- P15 record relevant information in line with procedural guidelines
- P16 retain records whilst considering data protection regulations

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Knowledge and understanding

You need to know and understand:

- K1 legislation, organisational policies and procedures relevant to your jurisdiction
- K2 how to ascertain the communication needs and abilities of individuals from other agencies
- K3 how to communicate with individuals in ways suitable to them, which supports:
 - K3.1 respect
 - K3.2 equality
 - K3.3 diversity
- K4 the range of conditions that can affect individuals' ability to communicate
- K5 what to consider when arranging assessment with individuals
- K6 reasons why an appropriate third person must always be with you when meeting with individuals
- K7 how to carry out and interpret assessments of communication capacity, needs and language abilities of individuals
- K8 how to use appropriate forms and styles of communication to meet individuals needs
- K9 how to adapt communications styles to meet individuals needs
- K10 the importance of checking people's understanding and allowing questions to be asked
- K11 how to establish rapport with individuals
- K12 information relating to the criminal justice system processes
- K13 the importance of respecting cultural and religious differences
- K14 the roles and responsibilities of everyone during interviews
- K15 how to provide initial assessment reports from information gathered during assessments, including:
 - K15.1 information on best ways to communicate with individuals
 - K15.2 ways to present information on communication needs and abilities of individuals
- K16 reasons for disclosing information to people who have the right and need

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to receive it, including:

K16.1 how to identify these people

K16.2 circumstances where information must be shared

K16.3 circumstances where it may not be appropriate to share
information with others

K17 the importance of records being free from labelling and discrimination,
and

K18 how to handle and store handle sensitive and confidential information

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