

UNIT CODE	PSPCRT003
UNIT TITLE	Manage witnesses
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to manage witnesses attending court to give evidence face-to-face or via audio-visual link facilities.</p> <p>This unit applies to court clerks, court attendants and court orderlies working within the court system operating under procedures set by the court. They perform complex tasks in a range of familiar and unfamiliar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Courts
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Facilitate court appearances of witnesses	<p>1.1 Apply protocols regarding the presence of witnesses in the court room according for the type of proceeding.</p> <p>1.2 Identify witnesses and provide details to the court.</p> <p>1.3 Record witness details and report non-appearances.</p> <p>1.4 Call witnesses, escort them to the witness box and swear in.</p> <p>1.5 Provide appropriate screening or audio-visual link, at the direction of the presiding official, for witnesses who are apprehensive of giving evidence in front of an accused.</p> <p>1.6 Complete administrative duties relating to witness appearances.</p>

2. Maintain the integrity of court proceedings in a remote witness room	2.1 Prepare witness room and equipment. 2.2 Position witness and other authorised persons so they are visible and clearly audible to the court. 2.3 Maintain security of witnesses, witness rooms and exhibits and report any attempted security breach to the court. 2.4 Perform functions in the witness room according to set role. 2.5 Deliver witnesses at the end of the evidence and examination into the care of a responsible person and return exhibits.
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FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret a variety of text to determine and confirm task requirements.
Writing skills to:	<ul style="list-style-type: none"> complete familiar forms document simple written instructions.
Oral communication skills to:	<ul style="list-style-type: none"> listening skills to understand needs of others participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience.
Problem-solving skills to:	<ul style="list-style-type: none"> solve simple issues that arise relating to court roster.
Planning and organising skills to:	<ul style="list-style-type: none"> confirm required information is on hand.
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital court tools to complete work tasks.
UNIT MAPPING INFORMATION	Release 1: This unit supersedes and is equivalent to PSPCRT003 Manage witnesses.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPCRT003 Manage witnesses
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PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, at least once and:</p> <ul style="list-style-type: none"> ■ apply legislation, rules, practices and procedures in the court environment ■ make oral presentations to call witnesses and administer oaths and affirmations ■ elicit witness information ■ liaise with legal representatives and judge's associates.
KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ types of court proceedings ■ role and function of sheriff's officer or court officer in relation to witnesses giving evidence in person and via audio-visual link ■ legislative requirements of witnesses ■ court and standard operating procedures and protocols relating to witnesses ■ documentary and administrative requirements relating to witnesses appearing in court ■ ethical work practices.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none"> ■ a workplace environment or ■ a simulated environment. <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation, policy, procedures and protocols relating to witnesses ■ resources and equipment required of the working environment. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide