

# Syllabus Report (SYL)

## CorePass® Family Liaison Awareness



7067:2025

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<b>IQF Level</b>	3	<b>IQF Credit</b>	2
<b>Approved References</b>	When Accidents Happen - Moose Mutlow, n.d.   Family Liaison Officer Handbook - Police Scotland, n.d.   Interpol National Central Bureau Guidelines for Family Liaison Officers - Interpol, n.d.   Family Liaison National Guidance - Police Scotland, 2020.   Family Liaison Officer Training Guidelines - UK College of Policing, 2017.   Family Liaison Officer Best Practices Framework - Australian Federal Police, n.d.   Guide to Supporting Families During Investigations - Royal Canadian Mounted Police (RCMP), n.d.   When Someone Suddenly Dies - A Guide to the Coronial System in New Zealand - NZ Ministry of Justice, 2019.		
<b>Special Notes</b>			

<b>Define the primary purpose and responsibilities of a FLO in investigative and crisis contexts.</b>	706725D01
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Performance	Define the primary purpose and responsibilities of a FLO in investigative and crisis contexts.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Explain investigative integrity while supporting affected families.</b>	706725D02
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Performance	Explain investigative integrity while supporting affected families.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Identify key communication techniques, including empathetic listening and clear communication.</b>	706725D03
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Performance	Identify key communication techniques, including empathetic listening and clear communication.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Summarise cultural and jurisdictional differences in FLO practices globally.</b>	706725D05
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Performance	Summarise cultural and jurisdictional differences in FLO practices globally.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Apply risk assessment procedures before and after FLO deployment.</b>	<b>706725D06</b>
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Performance	Apply risk assessment procedures before and after FLO deployment.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Assess family needs and adapt communication strategies.</b>	<b>706725D07</b>
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Performance	Assess family needs and adapt communication strategies.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Outline strategies for managing family expectations and professional boundaries.</b>	<b>706725D08</b>
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Performance	Outline strategies for managing family expectations and professional boundaries.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Recognise emotional and psychological challenges for FLOs and families during crises.</b>	<b>706725D09</b>
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Performance	Recognise emotional and psychological challenges for FLOs and families during crises.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Demonstrate techniques or strategies for documenting family interactions to ensure accuracy.</b>	<b>706725D10</b>
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Performance	Demonstrate techniques or strategies for documenting family interactions to ensure accuracy.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Evaluate family involvement in media and potential impacts.</b>	<b>706725D11</b>
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Performance	Evaluate family involvement in media and potential impacts.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

<b>Explain how FLOs support investigations by sensitive evidence gathering.</b>	<b>706725D12</b>
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Performance	Explain how FLOs support investigations by sensitive evidence gathering.
Standards	In accordance with approved references and organisational doctrine.
Conditions	
Comments	

**Discuss best practices for working with support groups to assist families.** 706725D13

Performance Discuss best practices for working with support groups to assist families.  
Standards In accordance with approved references and organisational doctrine.  
Conditions  
Comments

**Discuss how FLOs manage well-being in emotionally taxing situations.** 706725D14

Performance Discuss how FLOs manage well-being in emotionally taxing situations.  
Standards In accordance with approved references and organisational doctrine.  
Conditions  
Comments

**Describe the FLO role within an investigation team, working with families, and external stakeholders.** 706725D15

Performance Describe the FLO role within an investigation team, working with families, and external stakeholders.  
Standards In accordance with approved references and organisational doctrine.  
Conditions  
Comments External stakeholder may include but not limited to media.

**Develop family liaison strategy aligned with objectives and family needs.** 706725D15

Performance Develop family liaison strategy aligned with objectives and family needs.  
Standards In accordance with approved references and organisational doctrine.  
Conditions  
Comments