

BUILDING TRUST AND CONFIDENCE PERSONNEL DEVELOPMENT

The Caribbean Court of Justice strongly believes that ongoing training and development of its personnel – and the demonstration of the benefits derived thereof – contribute to building public trust and confidence in the Court. The institution has embraced a policy of identifying and fostering

Below: Members of the Court Security Unit in training.



the professional development of its staff to deliver a high level of service to the people of the region, so that the Court may be seen as a dependable and reliable establishment.

The creation of archival documents by the Judicial Support Unit such as identified earlier performance means that the Court places a high priority on professional development and has devoted resources for training and for personnel at all levels to attend conferences and seminars. Court Secretaries Ms. Andrea Sohun and Mrs. Sandra Dee Brown attended the National Verbatim Reporters Association Annual Convention which was held in Savannah, Georgia (USA) in August 2008. At the convention,



Above: Ms. Andrea Sohun receives a corsage from Mme. Justice Bernard on the occasion of Secretaries Appreciation Week

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participants were exposed to new technological developments in the field and afforded the opportunity to meet and interact with fellow court reporters in the industry.

Ms. Sohun went on to complete the online Scopist Training Course offered by the Internet Scoping School in the United States of America. This programme covered modules such as Medical Terminology, Punctuation, Note reading, Transcript Production and Case CATalsyt 4+ Software Training. This advanced training equips the Judicial Support Unit with the technological know-how to produce for Court users transcripts of the quality requisite to invite their trust and confidence, and satisfies the CPS subset of Access to Justice by contributing to making available to all and sundry documents which can be examined in depth to probe the integrity and soundness of the Court's work.

As a Fellow of the Institute for Court Management, the Information Systems Manager attended the Annual Conference of the National Association for Court Management (NACM) in Boston, Massachusetts in July 2009. The theme of the conference was The Human Side of Court Management and topics included 'Going for Paperless, Don't forget the People', 'IT Procurement Reform Initiatives' and 'Workforce Development and Succession Planning'. The Systems Administrator attended the annual InfoComm International Conference for Audio Visual professionals in Orlando, Florida in June 2009. It included education seminars, workshops, tradeshow and exhibitions, and information sessions. The training acquired during the classroom sessions at this conference helps to provide first level support and maintenance for the technology in the courtroom.

Staff participation in these various exercises represents not only the obvious investment in personnel and human resources. It is, an outward sign of a long-term strategy of quiet investment in the potential, in the fibre, in the character of the court itself. This institution must in its early years convince the region and the international observers that it merits its trust and confidence and that it can be counted upon to transact with users in good faith.



Above: CCJ Staff members