* Use active listening skills
* Invite the student to talk if they want
* Ask open questions
* Encourage students to give enough info to encourage sign posting
* Let them know you’re listening with open body language, and even by telling them you are.
* Let them know you are really glad they have come and told you what happened for them.
* Ask them who else we can involve
* Ask them what they need right now, in terms of feeling safe, where they are going to after speaking to you etc.
* Let them know you accept their account without questioning it
* Be open minded about SV and that it takes many forms
* Remember it isn’t up to us how an individual responds or feels
* Reassure, observe, limit probes
* Be on the look out for risk, they might need immediate signposting, i.e: A&E, Havens, Samaritans.
* Be aware of facilities available
* Remember men, trans people, older people, disabled people, (list never extensive) can be victims too!
* Ask lots of questions
* Give opinions
* Make judgments on either theirs or the perpetrator’s behaviour
* Tell them everything will be ok
* Tell them the perpetrator will be held accountable
* Make any promises about what will happen next, or what you personally can offer
* Answer questions about what outcomes they can expect.
* Feel certain that you definitely know what a victim of SV looks like
* Don’t rush