
Overview

This standard is for individuals working in public services. It is designed to make sure that the individuals are able to plan visits efficiently in order to carry out their public service duties.

It is also designed to ensure that the individuals know and understand the purpose of these visits and when and how to give any notification for these visits.

Performance criteria

You must be able to:

- 1 apply required security, data protection, health and safety regulations
- 2 apply organisational standards relating to customer service
- 3 maintain safety of self and others in line with organisational policies and procedures
- 4 check the schedule of visits within organisational timescales
- 5 check resources available to support the schedule of visits in line with organisational policies and procedures
- 6 provide a background brief with objectives to be achieved in line with organisational policies and procedures
- 7 write a visit plan in with organisational policies and procedures including:
 - 7.1 contingencies for changing circumstances
- 8 communicate with customers in ways suited to individual needs in line with organisational policies and procedures
- 9 contact customers prior to visits in line with organisational policies and procedures
- 10 send notification of visit to relevant people in line with organisational policies and procedures
- 11 carry out the visit in line with the visit plan and organisational policies and procedures
- 12 refer cases beyond own authority to relevant person within organisational timescales
- 13 share information regarding the visit with relevant parties in line with data protection regulations
- 14 record all actions taken regarding the visit in line with data protection regulation and organisational policies and procedures
- 15 produce a visit report in line with organisational policies and procedures

Knowledge and understanding

You need to know and understand:

- 1 organisational policies and procedures for conducting public services visits and:
 - 1.1 health and safety regulations
 - 1.2 security regulations
 - 1.3 data protection regulations
- 2 customer service standards
- 3 the purpose of visits
- 4 when it is appropriate to give notification of the proposed visit
- 5 the information to be included in the background brief
- 6 how to write a visit plan
- 7 the limits of own authority
- 8 the resources available for the visit and any constraints attached to them
- 9 interviewing techniques
- 10 different communication methods to use with individuals
- 11 who might be affected and why and how to contact them
- 12 who to share information with regarding visits
- 13 the requirements of visit reports

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Conduct public service visits



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