

## SFJCCDE1.2

### Maintain the currency of your competence and knowledge in public service



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#### Overview

This unit is designed for people working in the public service. It is designed to make sure individuals have and maintain their personal knowledge, understanding, and skills required to undertake their work role. It is also designed to assist people to carry out development activities in line with personal and organisational objectives.

## SFJCCDE1.2

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#### Performance criteria

*You must be able to:*

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 comply with the professional development programme
- P5 carry out development activities which are consistent with meeting the professional needs
- P6 use feedback to enhance your performance
- P7 maintain the currency of your technical knowledge and competence (e.g. tactics, techniques and procedures)

## SFJCCDE1.2

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### Knowledge and understanding

*You need to know and understand:*

- K1 the requirements of organisational procedures
- K2 your personal professional objectives and your organisation's priorities and expectations
- K3 the importance of feedback on your performance
- K4 the requirements of your role and level of responsibility

## SFJCCDE1.2

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### Additional Information

#### Scope/Range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. Developing: professional knowledge; professional competence
2. Requirements: organisational priorities; short term professional objectives

## SFJCCDE1.2

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	1
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<b>Date approved</b>	June 2010
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<b>Indicative review date</b>	June 2013
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Government Skills
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<b>Original URN</b>	PSG 1.1.2
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	NOS for Operational Delivery Contact Centre roles
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<b>Key words</b>	Personal safety, safety of others, professional objectives, professional development programme, technical knowledge, competence, responsibility, organisations priorities, operational delivery, contact centre
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