

## SFJODPS6.12.4

### Provide interpretative technical advice and/or guidance in complex public service cases



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#### Overview

This unit concerns the provision of interpretative technical advice or guidance in complex public service cases (defined by both the complexity of the case and the nature of activities), both within established guidance and where no specific guidance is available but where established principles exist. You need to identify the recipient's information needs and communicate in a way that the recipient can understand, following the appropriate conventions and using the appropriate communication medium. You will also need to take into account the implications that apply to the Department/agency, customer/industry trends and judicial precedents.

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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 identify and confirm the recipient's needs
- P5 communicate in a way that the recipient can understand, using the appropriate communication medium and follow the relevant conventions
- P6 obtain and provide complete, accurate and up-to-date information to the recipient in a timely manner
- P7 confirm that you have met the recipient's information needs
- P8 feed back information for the benefit of those who need to know
- P9 direct the enquirer to other sources of help if you cannot meet their needs
- P10 maintain the requirements of confidentiality

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### Knowledge and understanding

*You need to know and understand:*

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 how existing legislation works in your own specialism
- K5 to whom you should feed back information and why they need to know
- K6 how to find out what information the recipient needs
- K7 how to establish any potential impact of policy on the information or advice you intend to give
- K8 how to establish the potential impact of your advice
- K9 how to give clear and accurate information and check the recipient's understanding
- K10 the limits of your own and your team's expertise
- K11 where to get guidance or assistance if you cannot provide the information or advice yourself
- K12 resource or time constraints
- K13 communication policy, guidance and procedures
- K14 the importance of maintaining the requirements of confidentiality

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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. complexity: of the case; nature of activities
2. cases: within established guidance; outside established guidance but within established principles
3. implications: case-specific; Departmental/agency; customer/industry trends; judicial precedent
4. communication: in writing; orally

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**Key words** operational delivery, established guidance, established principles, complex cases, implications for the Department/agency, customer/industry trends, judicial precedents, conventions, medium, confidentiality