

SFJPB2.1

Provide technical advice and/or guidance relating to public services



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to provide clear technical advice or guidance relating to their area of work while following organisation's procedures. It is also designed to ensure that individuals understand the recipient's information needs, that they know how to find the information and present that to the recipient clearly.

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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
- P6 obtain and provide complete and up-to-date information to the recipient in a timely manner
- P7 confirm that you have met the recipient's information needs
- P8 direct the enquirer to other sources of help if you cannot meet their needs
- P9 maintain an appropriate level of confidentiality

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the services for which the advice or guidance is required
- K3 how to find out what information the recipient needs
- K4 how to give clear and accurate information and check the recipient's understanding
- K5 where to get guidance or assistance if you cannot provide the information or advice yourself
- K6 resource or time constraints
- K7 the limits of your authority
- K8 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. Recipients: within your team, beyond your team
2. Forms of communication: verbal; written
3. Referrals: where you need to refer to others, where you can answer the query yourself

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Developed by	Skills for Justice
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Version number	1
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Date approved	July 2010
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Indicative review date	July 2013
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Validity	Current
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Status	Tailored
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Originating organisation	Government Skills
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Original URN	6.12.1
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Processing roles
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Key words	Operational Delivery, Processing, communicate, information need, sources of information, clear and accurate information, confidentiality
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