

SFJPK1.2

Maintain required standards of conduct in public service



Overview

This unit is for individuals working in public service. It is designed to make sure individuals work in the way deemed appropriate by their organisation. It is also designed to make sure that individuals understand their responsibilities to their organisation and those with and for whom they work.

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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 treat others with courtesy and respect
- P5 ensure your conduct contributes to the good name of your organisation
- P6 adhere to organisational procedures and requirements in communicating with others
- P7 meet your organisation's requirements for personal presentation, personal effectiveness and time management

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the requirements of legislation affecting your role
- K3 your organisation's standards, values and expectations
- K4 the penalties of breaching your organisation's regulations and codes of practice
- K5 your organisation's complaints/grievance procedure
- K6 the extent and limit of your responsibilities
- K7 to whom to go for advice and guidance
- K8 the importance of respecting the needs, values and beliefs of others
- K9 the importance of maintaining confidentiality and the possible consequences of not doing so

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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: *f*

1. standards: health and safety; diversity; organisational ethos/culture and values; conduct

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