

SFJPS6.5.11

Carry out public service visits



Overview

This unit is for individuals working in public service. It is designed to make sure that individuals carry out visits effectively to accomplish their public service duties. It is also designed to ensure that individuals understand the purpose of these visits and know how to record and report information from the visit.

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Performance criteria

<i>You must be able to:</i>	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	ensure your visit makes optimum use of the time and resources available
	P5	conform with organisational standards of communication, conduct and customer service
	P6	carry out the visit in accordance with the plan
	P7	respond to changing circumstances within the limits of your authority
	P8	refer cases beyond your authority or competence to the appropriate person
	P9	record the outcome(s) of the visit in accordance with organisational requirements
	P10	report to relevant parties information that might affect the case

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the purpose of the visit
- K3 the limits of your authority
- K4 the resources available for the visit and any constraints attached to them
- K5 interviewing techniques
- K6 who might be affected and why and how to contact them
- K7 the information and format needed for the visit report

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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 Resources: time; transport; colleagues
- 2 Purpose: compliance monitoring/enforcement; information gathering; advice/assistance giving

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