

SFJPS6.9.1

Interview public service customers



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to interview customers to meet their objectives, record their findings and inform colleagues of these findings. It is also designed to ensure that individuals know and understand the procedures and techniques to carry out interviews and are aware of their organisation's policies, standards and customer charter with which they should comply.

SFJPS6.9.1

Interview public service customers

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 confirm the customer's identity and circumstances
- P5 communicate in a way that the customer can understand
- P6 conduct the interview in a way that is consistent with meeting your objectives
- P7 respond to changing circumstances within the limits of your authority
- P8 report to relevant parties information that might affect them
- P9 inform the customer of the consequences of the next actions
- P10 direct the customer to other sources of help if you cannot meet their needs
- P11 record your findings in accordance with organisational requirements
- P12 maintain an appropriate level of confidentiality

SFJPS6.9.1

Interview public service customers

Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the objectives of the interview
- K3 the limits of your authority
- K4 interviewing techniques
- K5 how to give clear and accurate information and check recipients' understanding
- K6 which information is required
- K7 your organisation's diversity policy
- K8 how to accommodate people's needs (eg access, communication, religious requirements etc)
- K9 the requirements of your organisation's Customer Charter
- K10 the importance of maintaining confidentiality

SFJPS6.9.1

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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. Interviews: scheduled; unscheduled
2. Customer: cooperative; uncooperative

SFJPS6.9.1

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