

## SFJPS6.9.2

### Submit customers to employers and/or arrange suitable support



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#### Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to put forward customers to potential employers for jobs and/or arrange suitable support for these customers. It is also designed to ensure that individuals understand the relevant procedure and selection criteria and that they have the necessary knowledge of appropriate techniques to submit customers to employers and/or arrange support.

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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 customer'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 submit only those applicants who meet the stated requirements
- P8 submit applicants through the agreed referral process
- P9 confirm that you have met the recipient's needs
- P10 direct the enquirer to other sources of help if you cannot meet their needs
- P11 record the submission on the appropriate system
- P12 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 availability of vacancies/programmes and how to access them
- K3 the selection criteria for the vacancy/programme
- K4 interviewing techniques
- K5 how to give clear and accurate information and check recipients' understanding
- K6 your organisation's diversity policy
- K7 how to accommodate people's needs (eg access, communication, religious requirements etc)
- K8 the requirements of your organisation's Customer Charter
- K9 the importance of maintaining 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. Vacancies: notified; speculative approach
2. Support: jobs; training; other forms of support

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<b>Key words</b>	job seeking, vacancy/programme, selection criteria, interviewing techniques, operational delivery
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