SFJ ZI03
Maintain knowledge of trends and developments in technical disciplines

Overview

This unit is about keeping up-to-date with developments in the field of technical support, including maintaining contact with others who can provide useful and relevant information. The unit also includes making contributions to the development of technical support services and disseminating information to interested parties.

You will need knowledge and understanding of the process of identifying and evaluating information for usefulness and sufficiency, and how to disseminate information and advice.

There are two elements

1. Maintain awareness of trends and developments within area of expertise
2. Contribute to the development of technical support within area of expertise

SFJ ZI03
Maintain knowledge of trends and developments in technical disciplines

Performance criteria

You must be able to:

Maintain awareness of trends and developments within area of expertise

P1 review sources of information regularly and note useful information in a way which enables future reference

P2 make cost effective use of sources of information

P3 establish and maintain contacts with those who provide useful and relevant information

P4 obtain information to keep up to date with trends and developments within your area of expertise

P5 make up to date information available to colleagues

P6 present advice and briefings to relevant personnel on developments in a clear manner which promotes understanding

Contribute to the development of technical support within area of expertise

You must be able to:

P7 communicate with external organisations and bodies in an agreed manner

P8 establish and maintain contacts with those who provide useful and relevant information

P9 participate in meetings

P10 review sources of information regularly and evaluate information which may influence the development of technical support

P11 share up to date information with interested parties in an appropriate format and timescale

P12 make valid contributions to the setting of operational standards and measures of achievement

SFJ ZI03
Maintain knowledge of trends and developments in technical disciplines

Knowledge and understanding

Legal and organisational requirements

You need to know and understand:

K1   your responsibilities under current legislation and regulations and the implications of non-compliance

K2   the approved ways of working under current best practice

K3   how to carry out risk assessments and why these are required

K4   safe systems of working

You need to know and understand

Maintain knowledge of trends and developments

K5   how to evaluate information for usefulness and sufficiency

K6   how to share information and advice with colleagues and relevant personnel

K7   the importance of ascertaining the type and amount of information needed, the sources of that information and any copyright issues relating to that information

K8   how to interpret and use technical specifications

K9   how to conduct internal and external communications

SFJ ZI03
Maintain knowledge of trends and developments in technical disciplines

Maintain awareness of trends and developments within area of expertise

1   sources of information
     1.1 books
     1.2 reports
     1.3 manufacturer's literature
     1.4 journals
     1.5 databases
     1.6 internet
     1.7 development forums

2   contacts
     2.1 professional bodies
     2.2 internal
     2.3 external
     2.4 other professionals

Contribute to the development of technical support within area of expertise

3   communications via
     3.1 telephone
     3.2 writing
     3.3 personal visit
     3.4 internet

4   contacts
     4.1 professional bodies
     4.2 internal
     4.3 external

5   meetings
     5.1 conferences
     5.2 seminars
     5.3 working groups

SFJ ZI03
Maintain knowledge of trends and developments in technical disciplines

Developed by	Skills for Justice
Version number	2
Date approved	May 2012
Indicative review date	April 2017
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJ ZI03
Relevant occupations	Police technical support practitioners; Government and Related Organisations
Suite	Technical Support
Key words	Technical Support; police; source materials; processing equipment; technical quality