

ASTPSSF5

Work in a supporting role within the public sector



Overview

This unit is about working effectively within a public sector environment supporting its purpose and values, applying employment rights and responsibilities, respecting diversity and protecting security and confidentiality.

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Performance criteria

Providing support services

You must be able to:

- P1 provide a service which meets the need of the customer
- P2 identify the positive contribution you make to the service delivered to the public
- P3 ensure that you give a positive image of the organisation you represent to the end user
- P4 follow the policies, systems and procedures that are relevant to your role
- P5 work with outside organisations and individuals in a way that protects the image of your organisation
- P6 seek guidance from others when you are unsure about objectives, policies, systems, procedures and values

Employment practices

You must be able to:

- P7 access information about your employment rights and responsibilities
- P8 improve your own way of working by interacting with others
- P9 carry out your responsibilities to your employer in a way that is consistent with your contract of employment
- P10 seek guidance when you are unsure about your employment responsibilities and rights
- P11 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P12 learn from other people and use this to improve the way you work and interact with others
- P13 follow your organisations procedures and legal requirements in relations to discrimination legislation

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Knowledge and understanding

You need to know and understand:

Providing support services

- K1 the diverse needs of customers from different communities and groups
- K2 the services provided by your organisation
- K3 the relationship between public sector organisations and those which contract with them
- K4 the positive effects public services can have on individuals and communities
- K5 additional help which can be given to members of the public whilst carrying out your work
- K6 how to give a good service in an environment which is not commercially competitive
- K7 how the public can influence the quality of service provided to them
- K8 the difference between in house services and those provided by private contractors
- K9 how value for money influences service delivery provision
- K10 why public sector contracts are monitored
- K11 how the public can influence the quality of services provided to them
- K12 why staff employed by an external contractor need to provide good service to all customers of the public sector body to which their employer is contracted

Employment practices

You need to know and understand:

- K13 where to access information on your own rights and responsibilities
- K14 the employment rights which are relevant to you
- K15 your responsibilities to your employer including in relation to your contract of employment
- K16 where to seek guidance in relation to employment rights and responsibilities
- K17 how interactions with others can improve your own ways of working
- K18 your organisations procedures in relation to discrimination legislation
- K19 legal requirements in relation to discrimination legislation

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Suite Supporting Public Services (PSSF)

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