

**CORE SKILLS SIGNPOSTING FOR
SVQ 2 Advice and Guidance at SCQF Level 5
SVQ 3 Advice and Guidance at SCQF Level 7
SVQ 4 Advice and Guidance at SCQF Level 8**

Core Skills		Communication	Numeracy	Information and Communication Technology	Working with others	Problem solving
Skills for Justice Units						
SCQF Levels are noted below						
CFACSA4	Give customers a positive image of yourself and your organisation	4	-	-	3	3
SFJAE1	Maintain and develop your own knowledge, skills and competence	4	-	4	3	4
SFJAB1	Communicate effectively with people	4	-	4	4	-
CFACSA5	Promote additional services or products to customers	4	-	3	4	3
SFJCCDA 1.3	Search databases and sources of information	3	-	3	3	3
SFJZC5	Provide information and advice using the telephone	4	-	4	4	5
SCDHSC 0242	Deal with messages and information	3	-	3	3	3
CFACSA6	Process information about customers	3	-	3	3	3
CFACSD 2	Support customer service improvements	5	-	3	4	4
PROHSS 1	Make sure your own actions reduce risks to health and safety	4	-	4	4	4
SCDHSC 0241	Contribute to the effectiveness of teams	5	-	-	5	5
LSIAG01	Communicate with potential clients	6	-	5	6	6
LSIAG15	Review your contribution to services	6	-	5	5	6
LSIAG02	Support clients to make use of services	6	-	5	5	5
SFJ6121	Provide technical guidance	6	-	-	5	6

Skills for Justice : SVQ Levels 2,3 and 4 Advice and Guidance

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Skills for Justice Units						
LSIAG13	Enable clients to access referral opportunities	6	-	5	5	6
LSIAG21	Provide and maintain information materials for use in the service	6	-	6	6	6
LSIAG12	Liaise with other services	6	-	5	6	5
LSIAG18	Operate within networks	6	-	5	6	6
LSIAG6	Work with clients to develop an action plan for implementation	6	-	5	6	6
LSIAG30	Support clients to review action plans	6	-	5	6	6
LSIAG11	Negotiate on behalf of clients	6	-	5	6	6
LSIAG08	Advocate on behalf of clients	6	-	5	6	6
SFJGA6	Develop and manage interviews with clients	6	-	5	6	6
LSIAG04	Develop interactions with clients	6	-	5	6	6
LSILADD06	Manage learning and development in groups	6	-	5	6	6
LSIAG14	Manage personal case loads	6	-	5	6	6
SFJHD705	Act as a mentor to colleagues	6	-	5	6	6
ASTH222	Ensure personal safety and security when lone working	6	-	-	6	6
SFJIA5	Research legal information and advice	6	-	5	6	6
SFJAG5	Support the safeguarding and protection of people from vulnerable groups	6	-	-	6	5
LSIAG28	Prepare and set up mediation	6	-	5	6	6
LSIAG29	Support clients through the mediation process	6	-	5	6	6
LSIAG10	Present cases for clients in formal proceedings	6	-	5	6	6
LSIAG17	Provide support for practitioners	6	-	5	6	6

Skills for Justice : SVQ Levels 2,3 and 4 Advice and Guidance

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Skills for Justice Units						
SFJHK401	Manage the induction of volunteers	6	-	6	6	6
SFJCPS4.3	Work with service providers to maximise and enhance service provision	6	-	5	6	6
SFJCPS1.1	Engage with service users	6	-	5	6	6
LSIAG26	Negotiate and maintain service agreements	6	-	5	6	6
LSIILARF2 v2	Develop service delivery plans	6	-	5	6	6
SFJZA4	Design information materials for use in the service	6	-	6	6	6
CFABES002	Research the background and experiences of the client	6	-	5	6	6