

---

## Overview

This standard is designed to make sure that the individuals are able to provide clear technical advice and guidance relating to their area of work while following organisation's procedures.

Guidance can be given face-to-face, over the phone, using social media, web chat, email, SMS or other communications tools used by the organisation.

It is also designed to ensure that individuals understand the recipient's information needs, that they know how to find the information and present the information to the recipient clearly.

---

## Performance criteria

You must be able to:

- 1 apply required security, data protection, health and safety regulations and organisational policies and procedures throughout own working duties
- 2 maintain safety of self and others in line with organisational policies and procedures
- 3 keep technical knowledge up-to-date in line with role and organisational timescales
- 4 confirm the technical guidance needs of the individual in line with organisational policies and procedures
- 5 anticipate problems individuals' may encounter when trying to meet policies in line with organisational policies and procedures
- 6 provide solutions to problems experienced by individuals within organisational timescales
- 7 support vulnerable individuals to access services in line with organisational policies and procedures
- 8 use communications methods suited to the individual's needs in line with organisational policies and procedures
- 9 provide technical guidance to the individual within organisational timescales
- 10 check that the individual's needs have been met with the technical guidance within organisational timescales
- 11 direct individuals to other sources of information
- 12 maintain confidentiality with individual in line with security and data protection regulation
- 13 highlight to relevant people business improvement needs based on common guidance requests in line with organisational policies and procedures

Provide technical guidance

---

## Knowledge and understanding

You need to know and understand:

- 1 organisational policies and procedures for providing advice and technical guidance, and:
  - 1.1 health and safety regulations
  - 1.2 security regulations
  - 1.3 data protection regulations
- 2 the importance of applying procedures and regulations to own role
- 3 methods for staying up-to-date in own role
- 4 the services for which technical guidance is needed
- 5 how to find out what technical guidance the individual needs
- 6 how to communicate information
- 7 different communication styles
- 8 how to support vulnerable people to access services
- 9 how to check the individual's understanding of the technical guidance given
- 10 other sources of technical guidance to recommend to individuals
- 11 common problems experienced by individuals and solutions to these problems
- 12 how to identify potential business improvement needs
- 13 the importance of maintaining confidentiality

---

**Developed by** Skills for Justice

---

**Version Number** 2

---

**Date Approved** November 2014

---

**Indicative Review Date** November 2019

---

**Validity** Current

---

**Status** Original

---

**Originating Organisation** Government Skills

---

**Original URN** SFJ6.12.1

---

**Relevant Occupations** Public Service Professionals

---

**Suite** Public Services

---

**Keywords** Communicate; information; need; sources; confidentiality; operational; delivery; technical; guidance; individual; expertise; advice; support;

---