CORE SKILLS SIGNPOSTING FOR SVQ LEVEL 3 ENABLING CLIENTS TO ACCESS CAREER DEVELOPMENT SERVICES

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| Unit Ref | Unit Title | SCQF Level | Communication | Numeracy | ICT | Problem Solving | Working With Others |
| Mandatory Units |  | Reading & Understanding | Writing | Speaking & Listening | Using Numbers | Measuring | Use Graphical Information to Find Out Information | Use Graphical Information to Communicate Information | Perform ICT Operations | Processing Information | Accessing Information | Keeping Information Safe | Critical Thinking | Planning & Organising | Reviewing & Evaluating | Working Co-operatively With Others | Reviewing Co-operative Contribution |
| LSIAG01 | Communicate with potential clients |  | 6 | 6 | 6 | x | x | x | x | 5 | 6 | 5 | 6 | 5 | 6 | 5 | 6 | 6 |
| LSIAG02 | Support clients to make use of services |  | 6 | 6 | 6 | x | x | x | x | 5 | 6 | 5 | 6 | 5 | 6 | 5 | 6 | 6 |
| LSIAG15 | Review your contribution to services |  | 6 | 6 | 6 | x | x | x | x | 5 | 6 | 5 | 6 | 5 | 6 | 6 | 6 | 6 |
| Optional Units |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CFAMLE11 | Communicate information & knowledge | 7 | 6 | 6 | 6 | x | x | 5 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| CFACSA11 | Deal with incoming telephone calls from customers | 5 | 5 | 5 | 6 | x | x | x | x | 5 | 5 | 5 | 5 | 5 | 6 | 5 | 5 | 5 |
| CFACSA13 | Deal with customers in writing or electronically | 6 | 6 | 6 | x | x | x | 5 | 6 | 6 | 6 | 6 | 6 | 5 | 6 | 6 | 6 | 6 |
| CFACSB11 | Improve the customer relationship | 6 | 6 | 6 | 6 | x | x | x | x | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| SFJCPS8.12 | Search databases and sources of information |  | 6 | 6 | 6 | 6 | x | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| LSIAG21 | Provide and maintain information materials for use in the service |  | 6 | 6 | 6 | 6 | x | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| LSIAG13 | Enable clients to access referral opportunities |  | 6 | 6 | 6 | x | x | x | x | 5 | 6 | 5 | 6 | 5 | 6 | 5 | 6 | 6 |
| LSIAG12 | Liaise with other services |  | 6 | 6 | 6 | x | x | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| LSI SE06 | Ensure employment opportunities meet the needs of job seekers |  | 6 | 6 | 6 | x | x | x | x | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| LSI SE02 | Advise employers about the benefits, processes and practices to recruit & retain a diverse workforce |  | 6 | 6 | 6 | 6 | x | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |