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**Core Skills Signposting**

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| **Sector** | Justice |
| **Qualification Title(s)** | SVQ Court Operations at SCQF Level 5 |
| **Developed by** | Skills for Justice |
| **Approved by ACG** | 20 February 2019 |
| **Version** | 3 |



**Skills for Justice**

**Core Skills Signposting**

**SVQ Court Operations at SCQF Level 5**

## Introduction

Core Skills signposting indicates if there are opportunities within units to develop Core Skills in the workplace to a specified SCQF level. The signposting document should also acknowledge where there are no opportunities to develop Core Skills. This signposting can be used by providers and assessors to plan the development and assessment of Core Skills.

The five Core Skills are:

 Communication

 Information and Communication Technology

 Numeracy

 Problem Solving

 Working with Others

*The SCQF level is indicated under each Core Skill in the attached grid.*

## Core Skills Signposting

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| **SVQ Court Operations at SCQF Level 5** | | | | | | |
| **URN** | **Unit title** | **Communication** | **ICT** | **Numeracy** | **Problem Solving** | **Working with Others** |
| **Mandatory Units** | | | | | | |
| SFJDC1 | Prepare court and tribunal rooms for proceedings | 4 | - | - | - | - |
| SFJDC2 | Provide support to those attending courts and tribunals | 4 | - | - | - | 4 |
| SFJDC4 | Maintain public order and protocols at courts and tribunals | 4 | - | - | 4 | 4 |
| CFABAD332 | Store and retrieve information using a filing system | 4 | 4 | - | 4 | - |
| SFJAE1 | Maintain and develop your own knowledge, skills and competence | 4 | 4 | - | - | - |
| **Optional Units** | | | | | | |
| SFJDB6 | Address requirements for special arrangements at courts and tribunals | 4 | 4 | - | 4 | 4 |
| SFJDD2 | Support jurors at court | 5 | 4 | - | 4 | 4 |
| SFJDH1 | Respond to enquiries regarding courts and tribunals | 4 | 4 | - | 4 | 4 |
| SFJAG1 | Maintain personal security and safety, and be alert to the security of others | 5 | 5 | - | 5 | 4 |
| SFJCCBF3.1 | Develop and sustain effective working with staff from other agencies | 4 | 4 | - | 4 | 4 |
| CFACSA3 | Communicate effectively with customers | 4 | - | - | 4 | 4 |
| CFACSC4 | Deliver customer service to challenging customers | 5 | - | - | 5 | 5 |
| CFABAC311 | Meet and welcome visitors | 4 | 4 | - | 4 | 4 |
| ESKIEML2 | Using email 2 | 4 | 4 | - | - | - |