

Core service competences

Performance criteria:	
<ol style="list-style-type: none">1. Work within our key principles to deliver a service that is<ul style="list-style-type: none">• Confidential• Free• Impartial• Independent• Challenge discrimination, promote equality and value diversity.2. Contribute towards a safe and positive working atmosphere.3. Provide a service that meets quality of advice standards.4. Contribute to the assessment of your practice.5. Work to continually improve your practice.	
Skills <ol style="list-style-type: none">1. Empathy2. Team work3. Self-awareness4. Behaving impartially	Knowledge <ol style="list-style-type: none">1. Our aims, principles, equality and diversity policies2. Our health and safety policies3. What good practice in advice looks like4. How quality of advice is measured