



THE **MARSH** ACADEMY

WHERE **LEARNING** COMES FIRST

Public Service Skills

UNIT 2

Unit abstract

Public service skills

The public services require a high level of teamwork and communication skills to enable them to meet public expectations.

This unit allows learners to develop a range of teamwork, professional and personal life skills and methods of instruction that are important for a career in the public services.

Learners will identify some of the different qualities essential for effective teamwork, in addition to examining the characteristics needed for working as a part of a team. Teamwork skills will be developed through learners taking part in a range of practical team-building activities. Learners will be able to draw on their new experiences in order to evaluate the performance of their team members.

This unit examines a range of interpersonal skills useful for learners' studies as well as their daily work routine in the public services.

Learners will gain an insight into various methods of instruction conducted in the public services. This will be achieved through researching the main principles and techniques surrounding the qualities of good instruction culminating in learners being able to effectively deliver a short fact- or skills-based lesson to a small group of people.

Learning outcomes

On completion of this unit a learner should:

- 1 Understand the purpose and importance of teamwork in the public services
- 2 Be able to use a range of interpersonal communication skills
- 3 Understand various methods of instruction.

ASSIGNMENT 1 (P1, M1,D1)

SCENARIO

Having successfully gained entry into your chosen Public Service your boss has asked you to create a guide book to be given to all new employees providing information on the subjects of teamwork, interpersonal communication skills and methods of instruction in the Public Services. The following tasks will help you structure your research.

Learning Outcomes

1. *Understand the purpose and importance of teamwork in the public services.*

Grading Criteria

P1	Describe the purpose and importance of teamwork using examples from at least two <i>contrasting</i> public services.
M1	Explain the importance of teamwork in at least two contrasting public services.
D1	Analyse the importance of teamwork in a specified public service.

Task 1: This task provides evidence for grading criteria P1

Brief: **Identify** two different public services and describe how they use teamwork in their day to day work. You may wish to begin by describing what teamwork is.

To do this you can:

- Write a piece describing teamwork in the two different Public Services
- Create a poster describing teamwork in the two different Public Services
- Create a presentation describing teamwork in the two different Public Services

Task 2: This provides evidence for grading criteria M1

Brief: **Explain** the importance of teamwork in at least two different public services. Why is team work vital to these services? Cite examples where teamwork has played a major part in the execution of their public role.

To do this you can build upon the criteria for P1, using the same Public Services, and:

- Write an in depth piece on how teamwork is vital to the success of two different public services.
- Create a poster that covers the above criteria.
- Create a presentation that covers the above criteria.

Task 3: This provides evidence for grading criteria D1

Brief: **Analyse** the importance of team work to one public Service.

To achieve this you must **critically analyse** how one specific public Service e.g. Police, Army etc utilize teamwork in their day to day operations. Consider where they have used teamwork successfully and also where teamwork has been lacking. Identify the different types of teams involved in the organization and describe their role and importance.

To achieve this you must:

- Create a written piece of work that demonstrates an understanding of your chosen public service. It is to include an overview of the organization, examples of effective and not so effective teamwork, descriptions of different teams within the organization and what each is responsible for. Lastly, you are to evaluate and conclude your assignment with your personal view on how effective or otherwise teamwork is in your chosen public service.
- You must record all references used in your research.

BTEC FIRST DIPLOMA

PUBLIC SERVICES

Assignment: 1 Understand Importance of teamwork

Unit: 2 Public Service Skills

Student Name:	Assessor:
Date Issued:	Target Completion Date:
Date Submitted and Staff Initials:	

Unit outcomes that can be achieved with this assignment
Understand the purpose and importance of teamwork in the public services

Key Skills Opportunities available in this assignment

INTERNAL VERIFICATION

This Assignment Brief has been internally verified before being issued to students and the activity recorded on a BTEC Assignment Brief Verification Form.

The Internal Verifier will verify a sample of assessment decisions and record this activity on a BTEC Assessment Decisions Verification Form.

BTEC ASSESSMENT FEEDBACK SHEET

Student Name:

Assessor Name:

Course Title: Public Services

Unit Title: Public Service Skills Assignment Number: 1

Grading Criteria Possible*	P1		M1		D1			
Grading Criteria Achieved (please tick)								

Assessor Comments: (Please include guidance about what the student needs to do in order to improve.)

Key Skills

Elements Achieved:

Assessor Signature: _____ **Date:** _____

Student Comments:

Student Signature:

Date:

Assessment Decision Internally Verified by: (Print Name)

Date:

(Signature)

ASSIGNMENT 2 (P2)

SCENARIO

Having successfully gained entry into your chosen Public Service your boss has asked you to create a guide book to be given to all new employees providing information on the subjects of teamwork, interpersonal communication skills and methods of instruction in the Public Services. The following tasks will help you structure your research.

Learning Outcomes

1. *Understand the purpose and importance of teamwork in the public services.*

Grading Criteria

P2	Participate in different team building events
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Task 1: This task provides evidence for grading criteria P2

Brief: Participate in at least two teambuilding activities and record your thoughts and feeling about working as part of a team.

To do this you will:

- Under supervision take part in two or more team building exercises.
- Record your thoughts and feelings how the exercises went.
- Identify what went well and what could be improved upon.
- Create a poster or presentation on your findings.

Please remember to sign the declaration on the assignment sheet saying that this is your own work. Please include references and sources of your information.

BTEC FIRST DIPLOMA

PUBLIC SERVICES

Assignment: 2

Unit: 2 Public Service Skills

Student Name:

Assessor:

Date Issued:

Target Completion Date:

Date Submitted and Staff Initials:

Unit outcomes that can be achieved with this assignment

Understand the purpose and importance of teamwork in the public services

Key Skills Opportunities available in this assignment

INTERNAL VERIFICATION

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Student Comments:

Student Signature:

Date:

Assessment Decision Internally Verified by: (Print Name)

Date:

(Signature)

ASSIGNMENT 3 (P3,P4 M2,D2)

SCENARIO

Having successfully gained entry into your chosen Public Service your boss has asked you to create a guide book to be given to all new employees providing information on the subjects of teamwork, interpersonal communication skills and methods of instruction in the Public Services. The following tasks will help you structure your research.

Learning Outcomes

Be able to use a range of interpersonal skills.

Grading Criteria

P3	Describe the effectiveness of various methods of interpersonal communication skills.
P4	Demonstrate use of interpersonal skills to communicate with personnel in given situations.
M2	Analyse the application of interpersonal communication skills in a chosen public service.
D2	Evaluate the effective use of interpersonal and communication skills in a given public service.

Task 1: This task provides evidence for grading criteria P3

Brief: Describe the following communication skills: reading, writing, listening, speaking and non-verbal communication.

To do this you can either:

- Write a piece of work describing each type of communication identifying the different aspects of each one including how they relate to working in the public services.
- Create a poster depicting each type of communication identifying the different aspects of each one including how they relate to working in the public services.

Task 2: This task provides evidence for grading criteria P4

Brief: Take part in role-play activities including employment, disciplinary and counseling, assertiveness and conflict resolution interviews using the scenarios provided.

To complete this task:

- Take part in a role play interview.
- Record how it felt to be both interviewer and then interviewee.
- Record your observations with regard to speaking, listening and Non Verbal Communication.

Task 3: This task provides evidence for grading criteria M2

Brief: Chose a public service and analyse the different types of communication that are found to be effective in the course of their duties. Consider the environment they work in and the situations they have to deal with for example, the police have to interview suspects and ask difficult questions, the fire fighters have to be able to communicate in chaotic and high pressure environments.

To complete this task, either:

- Write an in depth piece on your chosen public service analyzing how they use the different methods of communication in the course of their duties.

- Create a detailed presentation on your chosen public service analyzing how they use the different methods of communication in the course of their duties.

Task 4: This task provides evidence for grading criteria D2

Brief: For your chosen public service investigate and evaluate their effective use of interpersonal and communication skills. Consider how senior members of a public service communicate in public (Police, military, political). Investigate the training they receive in order to be effective at communicating their message. Are there problems with this? Critically evaluate and record your findings.

To complete this task:

- You may use and expand upon the work completed for M2 covering the points mentioned in the task brief.

Please remember to sign the declaration on the assignment sheet saying that this is your own work

Please include references and sources of your information

BTEC FIRST DIPLOMA

PUBLIC SERVICES

Assignment:

Unit:

Student Name:

Assessor:

Date Issued:

Target Completion Date:

Date Submitted and Staff Initials:

Unit outcomes that can be achieved with this assignment

Be able to use a range of interpersonal communication skills

Key Skills Opportunities available in this assignment

INTERNAL VERIFICATION

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Student Name:

Assessor Name:

Course Title: Public Services

Unit Title: Public Service Skills

Assignment Number: 3

Grading Criteria Possible*	P3	P4		M2		D2		
Grading Criteria Achieved (please tick)								
Assessor Comments: (Please include guidance about what the student needs to do in order to improve.)								
Key Skills								
Elements Achieved:								
Assessor Signature:						Date:		

Student Comments:

Student Signature:

Date:

Assessment Decision Internally Verified by: (Print Name)

Date:

(Signature)

ASSIGNMENT 4 (P5-M3)

Having successfully gained entry into your chosen Public Service your boss has asked you to create a guide book to be given to all new employees providing information on the subjects of teamwork, interpersonal communication skills and methods of instruction in the Public Services. The following tasks will help you structure your research.

Learning Outcomes

3. *Understand various methods of instruction.*

Grading Criteria

P5	Describe the qualities of a good instructor and how they are used.
M3	Demonstrate effective instructional skills.

Task 1: This task provides evidence for grading criteria P5

Brief: Describe the qualities of a good instructor and why they are important in delivering effective lessons. You must describe the different methods of instruction used by the public services.

To do this you can either:

- Write a piece of work describing the different qualities of a good instructor. Additionally, you can record your personal experiences of being taught by a good instructor and those of being taught by a poor instructor.
- Create a poster describing the different qualities of both a good instructor and a bad instructor. For each quality you must explain why it is good or bad and the effect it can have the students' ability to learn. Clearly describe the different methods of instruction employed by the public services in the delivery of training.

Task 2: This task provides evidence for grading criteria M3

Brief: Take part in delivering a short fact or skills based lesson to a selected audience.

To complete this task:

- Plan and prepare a short (15 minute) lesson on a topic of your choice.
- Deliver the prepared lesson in accordance to your lesson plan. Record your feelings about delivering your lesson and the feedback that you received.
- Evaluate your own performance.
- Observe and evaluate a peers lesson

Please remember to sign the declaration on the assignment sheet saying that this is your own work.

Please include references and sources of your information.

BTEC FIRST DIPLOMA

PUBLIC SERVICES

Assignment: 4

Unit: 2 Public Service Skills

Student Name:

Assessor:

Date Issued:

Target Completion Date:

Date Submitted and Staff Initials:

Unit outcomes that can be achieved with this assignment

Understand various methods of instruction

Key Skills Opportunities available in this assignment

INTERNAL VERIFICATION

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Student Comments:

Student Signature:

Date:

Assessment Decision Internally Verified by: (Print Name)

Date:

(Signature)

