

BTEC LEVEL 2 DIPLOMA IN PUBLIC SERVICES WORKBOOK 1

THIS WORKBOOK:

A. CONTAINS

- **THE REQUIREMENTS AND QUESTIONS FOR:**
 - UNIT 1 PUBLIC SERVICE SKILLS
 - UNIT 2 EMPLOYMENT IN THE UNIFORMED PUBLIC SERVICES
 - UNIT 4 CAREER PLANNING FOR THE PUBLIC SERVICES
- **A “COVER SHEET” WHICH MUST BE COMPLETED AND:**
 - SIGNED BY THE LEARNER
 - COUNTERSIGNED BY THE UNIT VQ OFFICER/INSTRUCTOR
- **A MARK SHEET TO BE USED BY UNIT STAFF WHEN ASSESSING THE INTERVIEW WHICH IS PART OF UNIT 4.**

B. YOU MAY USE THE INFORMATION IN THE RESOURCE BOOK AND OTHER SOURCES BY READING AND RE-TYPING THE CONTENT, BUT YOU MUST NOT ELECTRONICALLY COPY AND PASTE FROM ONE DOCUMENT TO THE OTHER

C. MUST BE SUBMITTED BY THE UNIT TO CVQO FOR MARKING. APART FROM THE UNIT 4 INTERVIEW NO MARKING ACTION IS REQUIRED BY THE UNIT

D. DEADLINE FOR SUBMISSION IS 31 MARCH 2012 UNLESS CVQO HAS CONFIRMED OTHER ARRANGEMENTS TO YOUR UNIT IN WRITING

2011

CONTENTS

WORKBOOK 1 COVER SHEET	1
NOTES	2
GLOSSARY	2
UNIT 1 Public Service Skills	3
Assignment 1A: Purpose and Importance of Public Service Skills.....	3
Assignment 1B: Methods of Instruction.....	6
Assignment 1C: Interpersonal Communication Skills.....	7
UNIT 2 Employment in the Uniformed Public Services	11
Assignment 2B: Responsibilities of Different Public Services.....	12
Assignment 2C: Employment Opportunities	14
Assignment 2D: Conditions of Service.....	15
UNIT 4 Career Planning for the Public Services	16
Assignment 4A: Entry Requirements and Selection	16
Assignment 4B: Public Service Job Skills	18
Assignment 4C: Your Job Application.....	19
Complete your CV:	25
Assignment 4D: Personal Skills Audit	27
<i>INTERVIEW MARK SHEET</i>	29

BTEC Level 2 in Public Services WORKBOOK 1 COVER SHEET



Name:	_____
CVQO Ref:	_____
Unit:	_____

THIS WORKBOOK MUST BE COMPLETED AND RETURNED TO CVQO FOR MARKING

DEADLINE FOR SUBMISSION IS 31 MARCH 2012 (NOT LEARNERS IN SCOTLAND)
UNLESS CVQO HAS CONFIRMED OTHER ARRANGEMENTS
TO YOUR UNIT IN WRITING.

THE DECLARATION BELOW MUST BE SIGNED BY THE LEARNER AND THEIR VQ OFFICER

UNSIGNED WORK WILL NOT BE ACCEPTED FOR MARKING

Learner's Declaration: *"I certify that:*

1. *I have had the requirements for this BTEC Level 2 qualification explained to me.*
2. *Where appropriate I have been given constructive feedback.*
3. *The work submitted for this Workbook is my own."*

Signed:

Date:

Unit VQ Officer's Declaration: *"I certify that:*

1. *I have issued the relevant Resource Material to this cadet and explained where the information for the completion of their work can be found.*
2. *The learner understands the requirements for the completion of this Diploma.*
3. *The learner named above completed the work submitted."*

Name:

Signed:

Date:

**On completion the Unit VQ Officer is to sign & send by recorded delivery to:
CVQO, 3 Archipelago, Lyon Way, Frimley, Camberley, Surrey, GU16 7ER**

NOTES

To achieve a **“Pass”** for a Unit you must:

- Achieve all **“Pass”** level requirements in that Unit

To achieve a **“Merit”** for a Unit you must:

- Achieve all **“Pass”** level requirements in that Unit
- Achieve all **“Merit”** level requirements in that Unit

To achieve a **“Distinction”** for a Unit you must:

- Achieve all **“Pass”** level requirements in that Unit
- Achieve all **“Merit”** level requirements in that Unit
- Achieve all **“Distinction”** level requirements in that Unit

GLOSSARY

COMMAND VERBS	DESCRIPTION
DESCRIBE	Give a clear description that includes all the relevant features. Think of it as ‘painting a picture with words’.
EXPLAIN	Set out in detail the meaning of something, with reasons. This is more difficult than describing or listing so it can help you to give an example to show what you mean. Start by introducing the topic then give the ‘how’ or ‘why’.
EVALUATE	Review the information then bring it together to form a conclusion. Give evidence for each of your views or statements.
IDENTIFY	Point out (i.e. choose the right one).
LIST	Provide the information in a list, rather than in continuous writing.
SELECT	Choose the most suitable.
STATE	Write down clearly.

**A more comprehensive Glossary can be found
in the Resource Book**

UNIT 1

Public Service Skills

You must **pass** this unit to pass the BTEC Level 2 Diploma in Public Services

Assignment 1A: Purpose and Importance of Public Service Skills

Question 1A-1 This PASS level question provides evidence towards Unit 1 P1

- Select **FIVE** teamworking and interpersonal **skills** required In a Public Service

- | | | |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Expertise | <input type="checkbox"/> Carelessness |
| <input type="checkbox"/> Commitment | <input type="checkbox"/> Communication | <input type="checkbox"/> Courage |
| <input type="checkbox"/> Superiority | <input type="checkbox"/> Identity | <input type="checkbox"/> Trust |
| <input type="checkbox"/> Discipline | <input type="checkbox"/> Arrogance | <input type="checkbox"/> Cooperation |
| <input type="checkbox"/> Selfishness | <input type="checkbox"/> Morale | <input type="checkbox"/> Loyalty |

Question 1A-2 This **PASS** level question provides evidence towards Unit 1 P2

- Choose **TWO** contrasting Public Services. Your chosen Public Services should include:
 - one **Military** Public Service such as Royal Navy, Royal Marines, Army or Royal Air Force
 - one **non-Military** Public Service such as Police, Fire or Ambulance
 - one of your chosen Public Services should be the Service most closely related to your own Youth Organisation
- For **each** of your chosen Public Services describe **TWO** Teamwork and Interpersonal Skills which you think are important to that service giving examples of their use

Name of Military Public Service:
Name of Skill 1:
Describe the skill using examples
Name of Skill 2:
Describe the skill using examples

Name of non-Military Public Service:
Name of Skill 1:
Describe the skill using examples
Name of Skill 2:
Describe the skill using examples

Activity 1A-3 This **PASS** level activity provides evidence towards Unit 1 P3

- Practical - As part of your normal training activities you need to take part in a number of different team building activities.
- CVQO will get a record of you achieving this from your Unit.

Question 1A-4 This **MERIT** level question provides evidence towards Unit 1 M1

- From your answers to Question 1A-2, explain why these skills are important for each of your chosen Public Services. (You must use both skills for each Public Service)

Skills for your chosen Military Public Service:
Skills for your chosen non-Military Public Service:

Question 1A-5 This DISTINCTION level question provides evidence towards Unit 1 D1

You must evaluate the importance of Public Service Skills in a Public Service

- From your answer to 1A-4 above select **one** Public Service.
- Explain how these skills would be used in the day to day activities of your chosen Public Service
- Comment as to how important they are to your chosen Public Service and how easy they are learnt.

Skill 1:

Skill 2:

Assignment 1B: Methods of Instruction

Question 1B-1 This PASS level question provides evidence towards Unit 1 P4

- Describe **FOUR** qualities of a good Instructor and how they are used.

Quality 1:
How used:
Quality 2:
How used:
Quality 3:
How used:
Quality 4:
How used:

Activity 1B-2 This **MERIT** level activity provides evidence towards Unit 1 P4 and M2

- To achieve this requirement you need to demonstrate your effectiveness as an Instructor as part of your normal training activities.
- This will normally be done by passing a Method of Instruction/Instructional Methods course or the CVQO Instruction Assessment Package.
- CVQO will get a record of you achieving this from your Unit.

Assignment 1C: Interpersonal Communication Skills

Question 1C-1 This PASS level question provides evidence towards Unit 1 P5

You must report on the effectiveness of various forms of interpersonal communication

- From your team-working experience, give **TWO Personal** examples where the communication between people during a practical task has been good and **TWO** examples where the communication has been poor.
- In each case, explain what happened and give reasons why do you think it was good or poor.

First example of Good Communication:
Why was it good?
Second example of Good Communication:
Why was it good?
First Example of Poor Communication
Why was it poor?
Second Example of Poor Communication:
Why was it poor?

Activity 1C-2 This **PASS** level activity provides evidence towards Unit 1 P6 and P7

- During your training so far you will have developed your interpersonal communication skills in a Public Services style environment using the terminology appropriate to that environment. CVQO will get a record of you achieving this from your Unit.

Question 1C-3 This **MERIT** level question provides evidence towards Unit 1 M3

You must explain the application of Interpersonal Communication Skills in a Public Service

- Give examples of how you personally have used **TWO** interpersonal communication skills.
- Explain one advantage and one disadvantage for each skill.

First communication skill:
One advantage:
One disadvantage:
Second communication skill:
One advantage:
One disadvantage:

Explain how these communication skills are the same or different to those used in the Public Service that is most closely related to your youth organisation.

Question 1C-4 This DISTINCTION level question provides evidence towards Unit 1 D2

You must evaluate how effective your interpersonal skills are and why their effectiveness would be your chosen Public Service

- For the Public Service of your choice select the two skills which you think are the most important to that Service.
- Give two reasons for each skill why they would be required in your chosen Public Service and why they are important?

First Skill:

Second Skill:

UNIT 2

Employment in the Uniformed Public Services

You must **pass** this unit to pass the BTEC Level 2 Diploma in Public Services

Assignment 2A: Purpose and Roles of Public Services

Question 2A-1 This **PASS** level question provides evidence towards Unit 2 P1

- Outline the purpose and four roles for two contrasting (one **Military** and one **non-Military**) Public Services.

Name of chosen Military Public Service
Purpose
Role 1
Role 2
Role 3
Role 4
Name of chosen non-Military Public Service
Purpose
Role 1
Role 2
Role 3
Role 4

Assignment 2B: Responsibilities of Different Public Services

Question 2B-1 This **PASS** level question provides evidence towards Unit 2 P2

- For each of your **TWO** chosen Public Services, give **three** examples of their responsibilities

Name of chosen Military Public Service:
Responsibility 1:
Responsibility 2:
Responsibility 3:
To whom are they responsible?
Name of chosen non-Military Public Service:
Responsibility 1:
Responsibility 2:
Responsibility 3:
To whom are they responsible?

Question 2B-2 This **MERIT** level question provides evidence towards Unit 2 M1

- For each of your **TWO** chosen Public Services give **two** examples to explain how they carry out their Role, Purpose and Responsibilities

Name of chosen Military Public Service:
Example a:
Example b:
Name of chosen non-Military Public Service:
Example a:
Example b:

Question 2B-3 This **DISTINCTION** level question provides evidence towards Unit 2 D1

You must evaluate the role, purpose and responsibilities of a Public Service.

- Using your answer in Question 2B-1, evaluate how this Public Service achieves its role, purpose and responsibility to the Organisation to which it is accountable.

Assignment 2C: Employment Opportunities

Question 2C-1 This **PASS** level question provides evidence towards Unit 2 P3

- Give a **brief** description of **ONE** job from **two** contrasting Public Services

Name of chosen Military Public Service:
Job Title:
Brief Job Description:
Name of chosen non-Military Public Service:
Job Title:
Brief Job Description:

Question 2C-2 This **MERIT** level question provides evidence towards Unit 2 M2

- Give a **detailed** description of **ONE JOB** in a **Military** or **non-Military** Public Service

Name of Public Service:
Job Title:
Detailed Job Description:

Assignment 2D: Conditions of Service

Question 2D-1 This **PASS** level question provides evidence towards Unit 2 P4

- **Including Pension**, describe what you consider are the five most important conditions of service for jobs from two contrasting Public Services.

Name of chosen Military Public Service:	
Condition	Detail
1. Pension	
2.	
3.	
4.	
5.	
Name of chosen non-Military Public Service:	
Condition	Detail
1. Pension	
2.	
3.	
4.	
5.	
Give three reasons why you think that basic training is important to a new entrant?	
1.	
2.	
3.	

UNIT 4

Career Planning for the Public Services

You must **pass** this unit to pass the BTEC Level 2 Diploma in Public Services

Assignment 4A: Entry Requirements and Selection

Question 4A-1 This **PASS** level question provides evidence towards Unit 4 P1

- Choose **TWO** different Public Service jobs (eg: Army Officer, Police Constable, RN Rating, Paramedic, RAF Aircrew, Firefighter)
- Describe **FOUR** entry requirements for each of those jobs

First Job:
Public Service:
Entry Requirements:
1.
2.
3.
4.
Second Job:
Public Service:
Entry Requirements:
1.
2.
3.
4.

Question 4A-2 This **PASS** level question provides evidence towards Unit 4 P2

- Describe the Application and Selection process for each of the two Public Service jobs you selected in Question 4A-1.

Name of first Public Service:
Job Title:
Application and Selection Process:

Name of second Public Service:
Job Title:
Application and Selection Process:

Assignment 4B: Public Service Job Skills

Question 4B-1 This **PASS** level question provides evidence towards Unit 4 P3

- Identify the personal skills and qualities that an Army Soldier needs to carry out his/her job

Job:						
Public Service:						
a. Identify the THREE personal skills from this list which you think would be the most important to help you carry out this job: <table><tr><td><input type="checkbox"/> Artistic Skills</td><td><input type="checkbox"/> Organizational Skills</td></tr><tr><td><input type="checkbox"/> Financial Skills</td><td><input type="checkbox"/> Researching Skill</td></tr><tr><td><input type="checkbox"/> Skill at Working with others</td><td><input type="checkbox"/> Communication Skills</td></tr></table>	<input type="checkbox"/> Artistic Skills	<input type="checkbox"/> Organizational Skills	<input type="checkbox"/> Financial Skills	<input type="checkbox"/> Researching Skill	<input type="checkbox"/> Skill at Working with others	<input type="checkbox"/> Communication Skills
<input type="checkbox"/> Artistic Skills	<input type="checkbox"/> Organizational Skills					
<input type="checkbox"/> Financial Skills	<input type="checkbox"/> Researching Skill					
<input type="checkbox"/> Skill at Working with others	<input type="checkbox"/> Communication Skills					
b. Identify the THREE personal qualities which you think would most help you carry out this job: <table><tr><td><input type="checkbox"/> Reliability</td><td><input type="checkbox"/> Charm</td></tr><tr><td><input type="checkbox"/> Modesty</td><td><input type="checkbox"/> Commitment</td></tr><tr><td><input type="checkbox"/> Punctuality</td><td><input type="checkbox"/> Patience</td></tr></table>	<input type="checkbox"/> Reliability	<input type="checkbox"/> Charm	<input type="checkbox"/> Modesty	<input type="checkbox"/> Commitment	<input type="checkbox"/> Punctuality	<input type="checkbox"/> Patience
<input type="checkbox"/> Reliability	<input type="checkbox"/> Charm					
<input type="checkbox"/> Modesty	<input type="checkbox"/> Commitment					
<input type="checkbox"/> Punctuality	<input type="checkbox"/> Patience					

Assignment 4C: Your Job Application

Question 4C-1 This TWO part **PASS** level question provides evidence towards Unit 4 P5

- Complete the following Application Form. Failure to complete ALL sections of the form in **BLACK INK** will lead to you failing this question.
- Produce a CV.

NOTE: Personal information submitted in this Application Form and CV does **not** have to be your own personal private information, but must be consistent and appropriate for a person making an application for the Job applied for.

MOCK PUBLIC SERVICE APPLICATION FORM THIS DOCUMENT IS FOR BTEC USE ONLY THIS APPLICATION FORM MUST BE COMPLETED HAND WRITTEN IN BLACK INK	
1. PERSONAL DETAILS	
Surname:	<input style="width: 100%;" type="text"/>
Forenames (in full):	<input style="width: 100%;" type="text"/>
Date of Birth:	<input style="width: 150px;" type="text"/>
Age	<input style="width: 50px;" type="text"/>
Title (Mr/Mrs/Miss/Other):	<input style="width: 100px;" type="text"/>
Home Address:	
House Name/Number & Street:	
Town:	
County:	Postcode:
Country:	
Contact Telephone Number:	<input style="width: 100%;" type="text"/>
Mobile Number:	<input style="width: 100%;" type="text"/>
Email:	<input style="width: 100%;" type="text"/>
2. SERVICE. I wish to apply to join the:	
<input type="checkbox"/> ROYAL NAVY	<input type="checkbox"/> ROYAL NAVY RESERVE
<input type="checkbox"/> ROYAL MARINES	<input type="checkbox"/> ROYAL MARINES RESERVE
<input type="checkbox"/> REGULAR ARMY	<input type="checkbox"/> TERRITORIAL ARMY
<input type="checkbox"/> ROYAL AIR FORCE	<input type="checkbox"/> ROYAL AUXILIARY AIR FORCE
<input type="checkbox"/> POLICE	
<input type="checkbox"/> FIRE & RESCUE SERVICE	
<input type="checkbox"/> AMBULANCE SERVICE	

3. ETHNIC MONITORING. Please select **ONE** choice in **Section 1** (National Identity) and **ONE** choice in **Section 2** (Ethnic Background). Tick the box next to the appropriate number/letter

Section 1 (Select One)

- | | |
|---|---|
| 1 <input type="checkbox"/> British or Mixed British | 4 <input type="checkbox"/> Scottish |
| 2 <input type="checkbox"/> English | 5 <input type="checkbox"/> Welsh |
| 3 <input type="checkbox"/> Irish | 6 <input type="checkbox"/> or Any Other |

Section 2 (Select One)

ASIAN

- A Bangladeshi
 B Indian
 C Pakistani
 D Any other Asian background

BLACK

- E African
 F Caribbean
 G Any other Black background

CHINESE

- H Any Chinese background

MIXED ETHNIC BACKGROUND

- I Asian & White
 J Black African & White
 K Black Caribbean & White
 L Any other Mixed ethnic background

WHITE

- M Any White background

ANY OTHER ETHNIC BACKGROUND

- N Any other ethnic background

4. NATIONALITY

Nationality now: At Birth if different:

Place of Birth:

Town: County: Country:

5. CIVILIAN OFFENCES. Please tick the appropriate boxes at each question.

- a. Are you currently under **either** a Supervision **or** a Probation Order? Yes No
- b. Are you Subject to any Police investigation, due to appear in a Military, Civil or Criminal Court or awaiting a summons to appear in court? Yes No
- c. Do you have convictions which are deemed to be unspent under the Rehabilitation of Offenders Act 1974? Yes No

6. MEDICAL

- a. Do you meet the basic medical eligibility requirements listed? Yes No
- b. Please give your: Height and Weight:

PERSONAL CIRCUMSTANCES. Please tick which applies to you:Single Married Divorced Separated Widow/er Partner a. **Religion.** What is your religion?b. **Next of Kin.** Please give details: Relationship

Title:

Surname/Family Name:

Forename(s):

Address/Contact details if different from applicant

House Name/Number & Street:

Town:

County

Postcode:

Contact Phone Number:

8. DEPENDANTS

a. Is there anyone who is dependent upon you or your income?

Yes No b. I have Child/children and Other family members for whom I have made satisfactory arrangements to allow me to meet my Service obligation fully.**9. FAMILY BACKGROUND** Please complete

	Spouse/Partner	Father	Stepfather	Mother	Stepmother
Nationality now					
At birth if different					
Place of Birth					

10. RESIDENCY OF RELATIVES AND CLOSE FRIENDS

Do you have any relatives (including parents, in-laws, and step relatives) or close friends with whom you have, or have had, regular contact, or have lived (including deceased), in Northern Ireland, Ireland or overseas?

Yes No

11. EDUCATION AND QUALIFICATIONS

a. School/College attended. Please state the Schools or Colleges or Establishments of Further Education you attended from the age of 13 years old:

Name & address of School/ College	Attended from/ to	Reason for leaving

b. Academic Qualifications

i. Do you possess any GCSEs, Scottish Standard Grades or other equivalents at Grade C or above or equivalent in:

- English Language
- Maths
- Physics or Physics-based subject

ii. How many other GCSEs, or equivalents, do you have at Grade C or above?

iii. Do you possess any higher qualifications such as A levels, A/S levels, Scottish Highers, BTEC, HNC or Degree? Yes No

iv. How many A levels, or equivalents, do you have at Grade E or above?

c. Vocational Qualifications. Please give details as applicable

Type (eg: BTEC, SNVQ, NVQ)	Subject	Date	Level

12. EMPLOYMENT DETAILS. Please tick/complete:

a. Are you: in Full-Time/Part time Education at School/College

Unemployed

b. Are you currently an Indentured Apprentice? Yes No

c. If you are or have been employed (part time or full time) complete the following, starting with your latest Employment:

Name & Address of Employer	Period employed		Position Held	Salary or wage	Reason for leaving
	From	To			

13. YOUTH ORGANISATIONS.

Organisation	Dates from/to	Role/Rank	Achievement

14. DRIVING LICENCE.

Do you hold a driving licence? Yes No

a. If YES, is it a a FULL licence

a PROVISIONAL licence

a FOREIGN licence

List Categories and your Driver Number

b. If you have any penalty points, please list how many

15. REFEREES.

YOU MUST PROVIDE TWO REFEREES

Referee 1

* Type = Academic, Employment, etc

Type*	Title	Initials	Surname	Address	Position/ Occupation	How long have they known you & in what capacity

Referee 2

Type*	Title	Initials	Surname	Address	Position/ Occupation	How long have they known you & in what capacity

16. JOB PREFERENCE.

I wish to apply for entry as a:

The reason for my choice is:

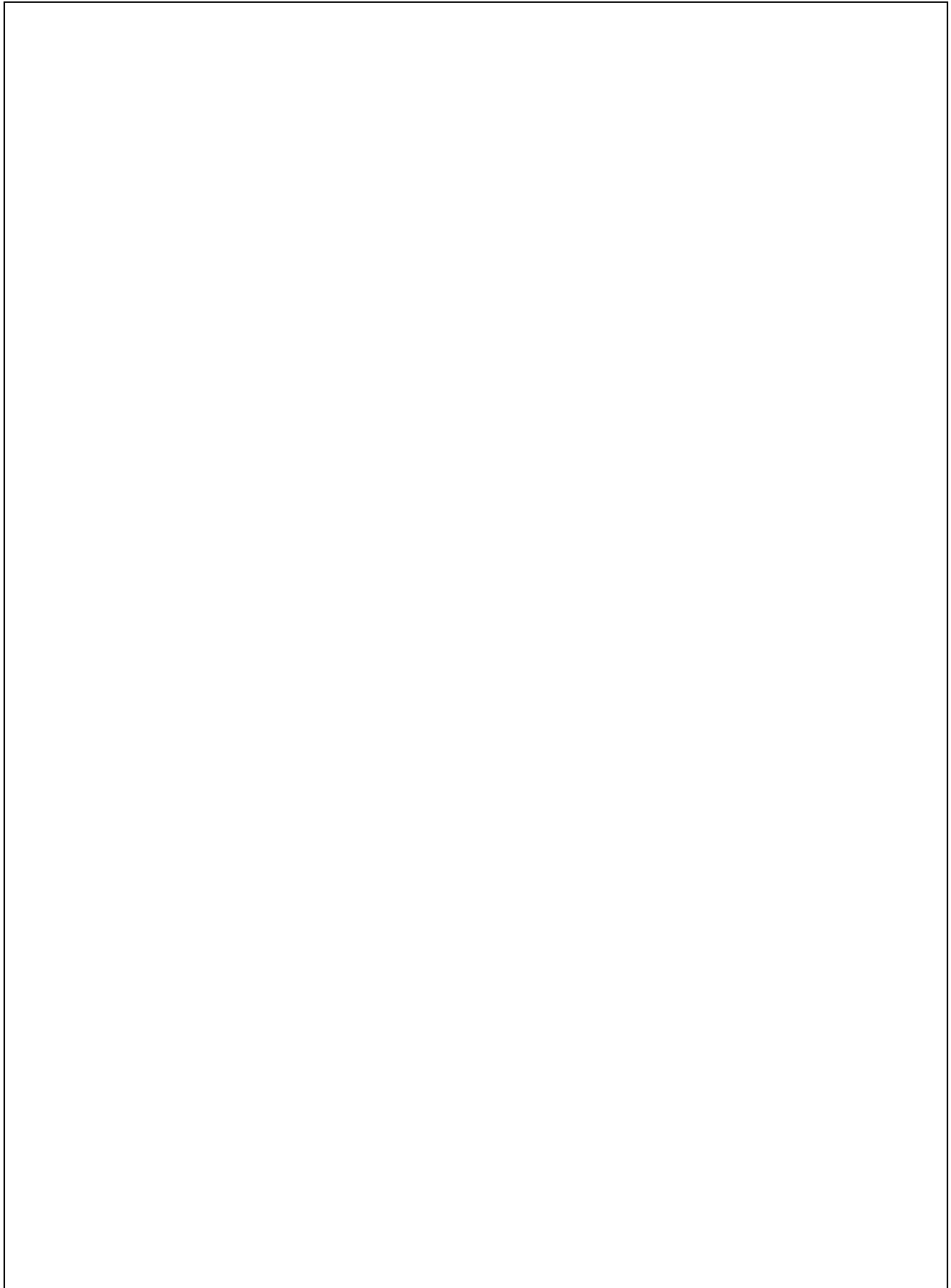
APPLICANT CONFIRMATORY DECLARATION.

I declare that the answers and the information given above are to the best of my knowledge and belief correct.

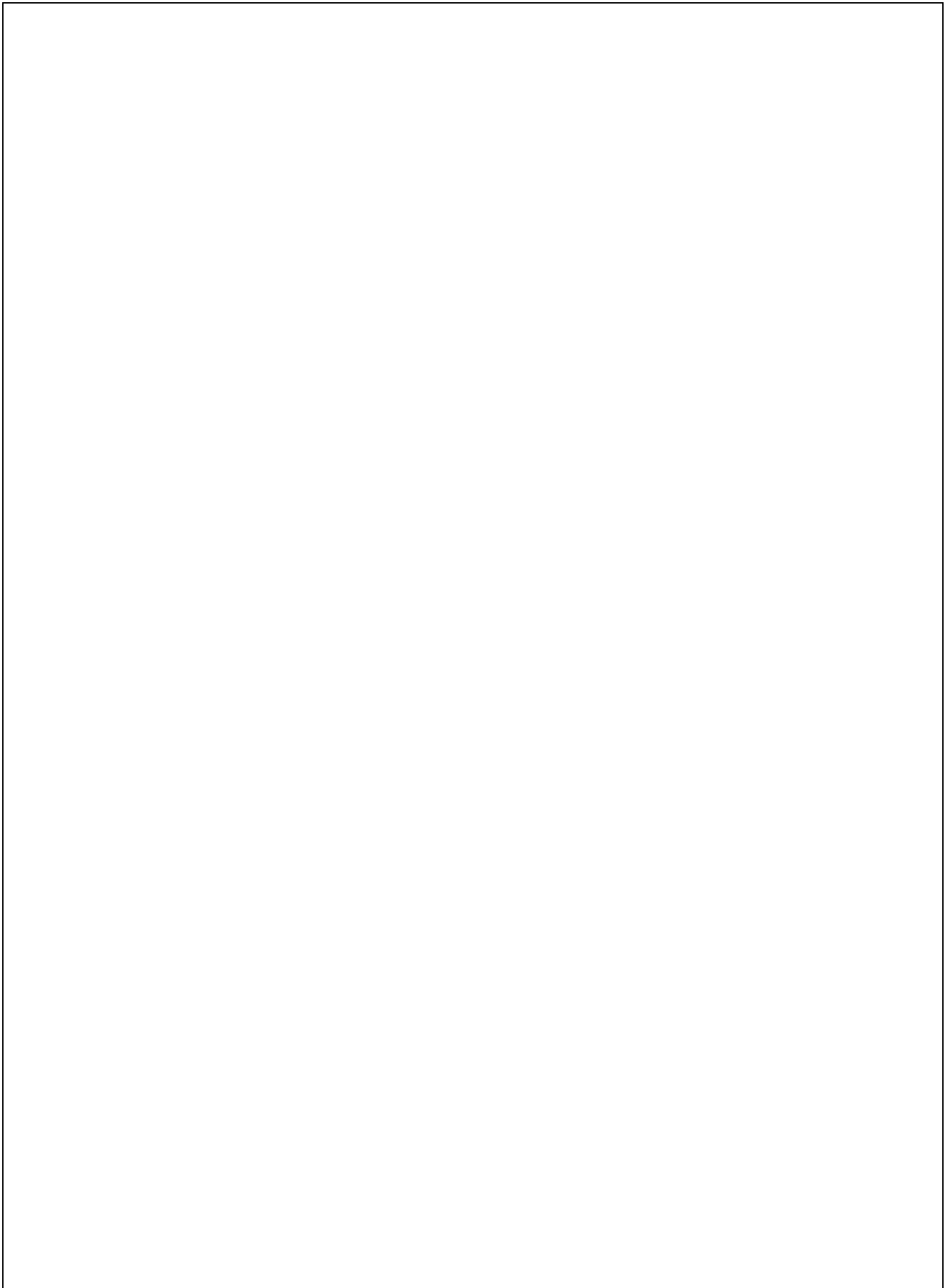
Signature:

Date:

Complete your CV: This provides evidence towards Unit 4 P5

A large, empty rectangular box with a thin black border, intended for a student to write their CV. The box occupies most of the page's vertical space.

Continue your CV

A large, empty rectangular box with a thin black border, intended for the student to write their CV. It occupies most of the page below the 'Continue your CV' instruction.

Assignment 4D: Personal Skills Audit

Question 4D-1 This **PASS** level question provides evidence towards Unit 4 P4

- a. Select one of the following two Public Services jobs
- Royal Navy Officer
 - Police Constable
- Think about the job you have chosen and the skills this job will require
 - Select from the list below **FOUR** of your own personal skills and qualities that you Consider would be important if you were to do this job
 - Rate each of the four skills* according to your ability
 - Give each of the four skills a priority for development for success in your chosen job

*Skills = Self-discipline, commitment, pride in appearance, team-working, determination, punctuality, problem-solving, communication.

Job:						
Public Service:						
Skills I consider to be important for the above job	My Ability Rating			My Priority for Development of this Skill		
	I can do this well	OK and I need more practice	I can't do this	Very important	Quite important	Not important
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Activity 4D-2 This **MERIT** level activity provides evidence towards Unit 4 M1

- You must attend a Mock Selection Interview with a member of your Unit Staff who will assess you using the form at the end of this Workbook.
- During this Interview you will be asked about your concerns about meeting the skills required to be selected for your chosen role in one of the Public Services

Question 4D-3 This **DISTINCTION** level question provides evidence towards Unit 4 D1

You must evaluate your skills against a given Public Service Role.

- From your answer to Question 4D-1 choose **two** of the skills which you identified and evaluate your current skill level identifying strengths, weaknesses and areas for development

Skill 1:

Skill 2:

**INTERVIEW MARK SHEET
(ACTIVITY 4D-2)
FOR COMPLETION BY THE VQ OFFICER/INSTRUCTOR**

CVQO Registration Number:	VQ
Learner's Name (CAPITALS):	
Learner's Unit:	
Date of Interview:	

There will be 4 questions:	
Q1.	Describe the selection process that you will have to complete before starting training with your selected Public Service.
Q2.	What are your concerns with the selection process?
Q3.	How would you attempt to overcome these concerns?
Q4.	Do you have any questions?

		✓ YES or NO	
		YES	NO
1.	Did learner attend in time for interview?		
2.	Was the learner prepared and notes supplied?		
3.	How effective was the Interview?		
	a. Communication Skills - were the answers well formulated?		
	b. Were their answers factually correct?		
	c. Did the learner ask sensible and relevant questions?		

If more than one "NO" then the Learner will not have met the criteria for this task.

Learner's Signature:	<i>"I confirm that I have read and understand the feedback given to me."</i>
Assessor's Signature:	
Assessor's Name (CAPITALS):	

Continuation of question sheet (Please photocopy addition sheets where needed)

CVQO Registration Number:	VQ
Learner's Name (CAPITALS):	
Learner's Unit:	

Question Number:		
	Date:	Signature:

PLEASE ENSURE THAT
YOU HAVE
SIGNED THE COVER SHEET