

Public Services Level 2

Transition Activity

The Public Services deal with many different situations and are expected to interact with customers and the public who have varying requirements and needs.

Choose a Public Service (Blue Light; Police, Fire, Ambulance/ Paramedic) Armed Forces (Army, Navy, RAF) Local Government, Central Government, Voluntary/Third Sector (Red Cross, St Johns, Mountain Rescue)

Explain three skills required to work in the chosen Public Service? Can you give an example for each?

What type of personality is required to do the work effectively? List at least six.

Give an example of a situation in which the services may be dealing with conflict and aggression?

Explain how communication is important in working with customers and the public? Here look at key skills such as speaking, listening, body language and written.