

Unit 11 Assist clients to gain access to other services

Origin of this unit

This unit originated from Unit 16 of the National Occupational Standards for Advice, Guidance and Advocacy developed by ENTO.

Place in the NVQ/SVQ framework

This Unit is a Level 3 optional unit within the N/SVQ for Learning, Development and Support Services (for children, young people and those who care for them).

Elements

1. Identify the requirements of clients for other services
2. Provide clients with information about other services

Sources of Performance Evidence

A cross in the appropriate box indicates which source of evidence is acceptable:

Real working environment

Realistic workplace simulation

Element 1

Identify the requirements of clients for other services

You must be able to:	You must know:
1. Encourage clients to express their requirements and circumstances	a) how to encourage clients to express themselves b) what difficulties can occur when clients express their requirements and circumstances
2. Obtain information from clients on their requirements	c) what type of information should be obtained
3. Check the potential suitability of other services with clients	d) what indications clients provide on the suitability of services
4. Obtain further clarification from clients when the services appear inappropriate	e) what type of additional information should be obtained
5. Identify the other services that are most likely to be appropriate	f) how to match clients' requirements to other services g) which services are available h) how to access the other services
6. Comply with all relevant legislation, codes of practice, guidelines, and ethical requirements	i) what are the relevant national, local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection j) why it is important to comply with different requirements k) what are the consequences of not complying with different requirements l) how to obtain information on the requirements
7. Record contacts with clients in the appropriate systems	m) what are the systems for recording contacts n) why it is important to use the systems o) what are the procedures relating to the use of the systems

Element 2

Provide clients with information about other services

You must be able to:	You must know:
1. Provide clear and relevant information to clients on the other services that are available	a) what are the organisation's procedures and guidelines for providing information on other services b) what information on other services should be provided c) what type of information do clients require
2. Indicate clearly the requirements that have the potential to be met by the other services	d) what requirements might be met by the other services
3. Provide sufficient information in an appropriate format	e) what type of format is suitable to different clients f) how different types of information assist clients decide whether they can be helped
4. Confirm the acceptability of the other services with the client	g) how to confirm the acceptability of other services h) what objections clients might have to other services
5. Provide additional information or support when required by clients	i) who can provide additional information or support
6. Take appropriate action to resolve difficulties in finding other appropriate services	j) what action could be taken to resolve difficulties
