

Unit 29 Evaluate and develop own contribution to the service

Origin of this unit

This unit was originated from Unit 20 of the National Occupational Standards for Advice, Guidance and Advocacy developed by ENTO.

Place in the NVQ/SVQ framework

This Unit is a Level 4 Common Core unit within the N/SVQ for Learning, Development and Support Services (for children, young people and those who care for them).

Elements

1. Evaluate own practice
2. Ensure continuing self-development
3. Operate within an agreed ethical code of practice

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

Evaluate own practice

You must be able to:	You must know:
1. Identify suitable criteria for evaluating own practice	a) what are the evaluation criteria that could be used b) what factors should be incorporated into the evaluation criteria
2. Review relevant information to evaluate own practice	c) what type of information on own practice is relevant d) how much information on own practice should be reviewed
3. Evaluate own practice against specified criteria	e) how to evaluate own practice against criteria
4. Review relevant feedback on own practice	f) what feedback on own work should be considered g) who can provide relevant feedback on own work
5. Identify own contribution to achieving the objectives of the service	h) what are the objectives of the service i) what factors could affect the achievement of the objectives
6. Review the effect of own values, beliefs, attitudes, and behaviours when working	j) what are own values, beliefs, attitudes, and behaviours k) how own values, beliefs, attitudes, and behaviours impact on practice
7. Review the priorities assigned to different work objectives	l) how to assess the priorities assigned to own work
8. Identify how one has complied with all relevant legislation, codes of practice, guidelines, and ethical requirements	m) what are the relevant national, local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection n) why it is important to comply with different requirements o) what are the consequences of not complying with different requirements p) how to obtain information on the requirements

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9. Draw suitable conclusions on how one has undertaken own practice
- q) why it is important to have a clear understanding of own practice
 - r) how any conclusions can be used to improve work
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Element 2

Ensure continuing self-development

You must be able to:	You must know:
1. Identify realistic development objectives and establish their priority	<ul style="list-style-type: none"> a) how to identify development objectives b) what are the specific development objectives c) what criteria should be used to prioritise development objectives
2. Ensure the development objectives identify the competences that are appropriate to the work of the service	<ul style="list-style-type: none"> d) what are the competences that are required for the work of the service
3. Devise a personal development plan to deliver own development objectives	<ul style="list-style-type: none"> e) how to devise a personal development plan f) what a personal development plan should include
4. Maintain and update relevant knowledge of the service, organisation, sector, and profession	<ul style="list-style-type: none"> g) what type of knowledge is required of the service, organisation, sector, and profession h) what are the relevant and current sources of knowledge of the service, organisation, sector, and profession i) how to assess the relevance of the knowledge
5. Identify any developments that can be effectively incorporated into own practice	<ul style="list-style-type: none"> j) what type of developments in theory, research, and practice might be relevant k) how can these been incorporated into own practice
6. Assess any trends and developments in the work of the sector that have an impact on own practice	<ul style="list-style-type: none"> l) how has the sector developed m) what type of developments will occur in the future
7. Agree the personal development plan with the appropriate people and secure sufficient resources to implement it	<ul style="list-style-type: none"> n) who can agree the personal development plan o) what resources are required to implement the personal development plan
8. Identify and utilise suitable development opportunities	<ul style="list-style-type: none"> p) what types of development opportunity are available q) how to assess the benefits of training and other forms of development

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| 9. Record the personal development plans in the appropriate systems | r) what are the systems for recording personal development plans
s) why it is important to use the systems
t) what are the procedures relating to the use of the systems |
| 10. Review and update personal development plans regularly to take account of changing practice and other factors | u) when should personal development plans be reviewed
v) who might require information on the personal development plans |
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Element 3

Operate within an agreed ethical code of practice

You must be able to:	You must know:
1. Ensure own practice demonstrates a clear commitment to best practice	<ul style="list-style-type: none"> a) how can best practice be defined b) how to commit to best practice c) what are the factors that affect the achievement of best practice
2. Adhere to contractual and ethical boundaries of relationships with clients	<ul style="list-style-type: none"> d) what type of contractual and ethical boundaries exist in relationships with clients e) what are the factors that affect the adherence to contractual and ethical boundaries
3. Monitor and review the effect of own values, beliefs, attitudes, and behaviours when undertaking own practice	<ul style="list-style-type: none"> f) what are own values, beliefs, attitudes, and behaviours g) how own values, beliefs, attitudes, and behaviours impact on practice
4. Monitor and review the impact of the limits of own experience, competence, and knowledge when working	<ul style="list-style-type: none"> h) what are the limits of own experience, competence, and knowledge i) how the limits of own experience, competence, and knowledge impact on practice
5. Withdraw from interactions with clients and seek appropriate support from colleagues when own limits are exceeded	<ul style="list-style-type: none"> j) when to withdraw from interactions with clients k) who can provide support when own limits are exceeded
6. Identify and resolve any conflicts between ethical requirements and work requirements	<ul style="list-style-type: none"> l) what are the ethical requirements relating to work m) what type of conflicts between ethical requirements and work requirements might occur n) what actions should be taken to resolve conflicts between ethical requirements and work requirements
7. Ensure own practice is accountable to those in authority and to clients	<ul style="list-style-type: none"> o) who is in authority p) how accountability should be established
8. Exchange mutual support with colleagues to operate within the agreed ethical codes of practice	<ul style="list-style-type: none"> q) what types of mutual support network can be developed r) why it is important to provide mutual support
