

## **Unit 34 Assist clients to decide on a course of action**

### **Origin of this unit**

This unit originated from Unit 7 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 optional pathway for those Supporting Young People and a Level 4 optional unit in the S/NVQ for Learning, Development and Support Services (for children, young people and those who care for them).

### **Elements**

1. Assist clients to clarify their requirements
2. Identify a range of options for achieving the requirements of clients
3. Enable clients to select a course of action

### **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

### Assist clients to clarify their requirements

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<b>You must be able to:</b>	<b>You must know:</b>
1. Explain clearly the organisation's policy on record keeping and confidentiality	a) what are the organisation's policies that are relevant to clients b) how to summarise the organisation's policies
2. Create an environment in which clients feel comfortable enough to express their requirements	c) what type of environment is appropriate to different clients d) what situations might make different clients feel uncomfortable
3. Encourage clients to identify and explore their requirements and their ideas for achieving them	e) what are the relevant models of good practice for assisting clients to clarify their requirements f) what type of requirements are explored g) what ideas do clients suggest for achieving their requirements
4. Confirm clients' requirements with them	h) why it is important to confirm requirements with clients
5. Identify and agree requirements that cannot be met and facilitate access to additional or alternative sources of support	i) what other sources of support could help the clients
6. Encourage clients to establish priorities for achieving their requirements	j) how to help clients establish priorities
7. Comply with all relevant legislation, codes of practice, guidelines, and ethical requirements	k) what are the relevant national, local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection l) why it is important to comply with different requirements m) what are the consequences of not complying with different requirements n) how to obtain information on the requirements

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## Element 2

### Identify a range of options for achieving the requirements of clients

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<b>You must be able to:</b>	<b>You must know:</b>
1. Review clients' requirements to identify the key issues	a) how to review clients' requirements
2. Identify any unrealistic requirements and identify possible modifications to them	b) how to determine realistic requirements c) how can requirements be modified to make them more realistic
3. Identify a suitable range of options for achieving clients' requirements	d) what is the range of options that is available e) how different options might be suitable for different clients
4. Provide clear information on the options and their key features	f) what type of information should be provided for different clients g) what are the key features of the options
5. Outline the potential consequences, advantages, and disadvantages of the options to clients	h) what are the consequences, advantages, and disadvantages of different options i) how to present options to clients
6. Check clients' understanding of the options	j) how to check clients' understanding of the options
7. Encourage clients to identify any further requirements for support	k) what other types of requirements might emerge

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## Element 3

### Enable clients to select a course of action

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<b>You must be able to:</b>	<b>You must know:</b>
1. Explore clients' views about options to achieve their requirements	<ul style="list-style-type: none"> <li>a) how are different clients likely to receive the options</li> <li>b) how to explore the options with different clients</li> </ul>
2. Assist clients to interpret the information provided	<ul style="list-style-type: none"> <li>c) what type of assistance might be required for clients to interpret the information provided</li> </ul>
3. Encourage clients to consider all relevant information and to evaluate the implications of any decision	<ul style="list-style-type: none"> <li>d) what type of information should be considered</li> <li>e) what are the potential implications of different decisions</li> </ul>
4. Assist clients to reach a decision on the most appropriate course of action for their requirements and personal circumstances	<ul style="list-style-type: none"> <li>f) how to assist clients to reach decisions</li> <li>g) how to match the options to clients' particular circumstances</li> </ul>
5. Encourage clients to review their decision-making process and their reasons for selecting the course of action	<ul style="list-style-type: none"> <li>h) what are the decision-making processes that clients use</li> </ul>
6. Identify any problems with the chosen course of action and take appropriate action to address them	<ul style="list-style-type: none"> <li>i) what are the types of problem that could occur</li> <li>j) what actions can be taken to address them</li> <li>k) why it is important to address problems</li> <li>l) what are the implications of not addressing the problems</li> </ul>
7. Agree with clients any further activities that are necessary to meet their requirements	<ul style="list-style-type: none"> <li>m) what other activities might be necessary</li> </ul>
8. Record summaries of the course of action in the appropriate systems	<ul style="list-style-type: none"> <li>n) what are the systems for recording summaries</li> <li>o) why it is important to use the systems</li> <li>p) what are the procedures relating to the use of the systems</li> </ul>

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