



Competency Framework for the Information, Advice and Assistance (IAA) Workforce

Section 1. Legislation

There is some indicative mapping against the roles of 'information, advice and assistance'. Each local authority and/or agency should however, make a judgement against the roles and functions of their workers.

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
1. Understand	Knowledge and understanding about:					
the importance of developing legislation and standards that apply in Wales	1.1 Why it is important for social services practitioners to have knowledge and understanding of legislation and how this relates to their role					Signature:
						Date:
	1.2 The importance of understanding the inter-relationship between different pieces of legislation and how this may impact on: • the role of social services practitioners • individuals and carers					Signature: Date:
	Inter-relationship: supporting and challenging					

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.3 The role of the Older People's Commissioner and the Children's Commissioner in setting standards that aim to improve outcomes for adults and children and young people					Signature:
						Date:
2. Understand	Knowledge and understanding about:					
the Social Services and Well-being (Wales) Act 2014	2.1 The aim, purpose and principles of the Social Services and Well-Being (Wales) Act					Signature:
						Date:
	2.2 The definition of well-being and the role of early intervention and prevention services					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	2.3 The definition and role of Information, Advice and Assistance					Signature:
						Date:
	2.4 The National Outcomes Statements and how these relate to the principles of the Act					Signature:
						Date:
	2.5 The assessment process - including eligible and ineligible needs					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	2.6 How the Act legislates for the assessment and support of carers as well as individuals					Signature:
						Date:
	2.7 Direct payments, how these are defined and how they can be used					Signature:
						Date:
	2.8 The care and/or support planning process and the review process					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	2.9 The different forms of advocacy defined in the Act and the Code of Practice					Signature:
						Date:
	2.10 When independent professional advocacy is triggered under the Act					Signature:
						Date:
3. Understand	Knowledge and understanding about:					
legislation that relates to children and young people	3.1 The main provisions of the Children Act 1989 and 2004 that apply in Wales					Signature:
	Provisions: To include protections - rights to complain, be visited by professionals, participation rights					Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.2 The main provisions of the Children and Family Act 2014 that apply in Wales					Signature:
						Date:
	3.3 Parts of the Social Services and Well-Being Wales Act that apply specifically to children and young people					Signature:
						Date:
	3.4 National policy and guidance related to young people leaving care					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.5 The Rights of Children and Young Persons (Wales) Measure 2011					Signature:
						Date:
	3.6 The United Nations Convention on the Rights of the Child					Signature:
						Date:
	3.7 When a child or young person has a right to access an independent advocate					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.8 Other legislation, national policy and guidance that promote the rights of children and young people					Signature:
						Date:
4. Understand the Regulation and Inspection of Social Care (Wales) Act 2016	4.1 The aim and purpose of the Regulation and Inspection of Social Care (Wales) Act					Signature:
						Date:
	4.2 How the Regulation and Inspection of Social Care (Wales) Act applies to the role of IAA workers					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
5. Understand the Human Rights Act	5.1 The aim, purpose and application of the Human Rights Act 1998					Signature:
MgHts Act	Application: where it applies and responsibilities, role of public bodies/authorities					
						Date:
	5.2 How human rights law has been incorporated into other legislation, national policy and guidance					Signature:
						Date:
	5.3 The articles of the Human Rights Act					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	5.4 UN Conventions and Human Rights Instruments and how these relate to the Human Rights Act					Signature:
						Date:
6. Understand	Knowledge and understanding about:					
the Equality Act	6.1 The aim, purpose and application of the Equality Act 2010					Signature:
						Date:
	6.2 Protected characteristics and how these are defined					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	6.3 How the Equality Act has been used to further the development of equality and anti-discriminatory practice in the UK					Signature:
						Date:
	6.4 Types of prohibited behaviour and how these are defined					Signature:
						Date:
	6.5 Reasonable adjustments and how these should be used to ensure that disabled individuals are not disadvantaged					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	6.6 Specific duties under the Equality Act for public sector bodies in Wales					Signature:
						Date:
7. Understand	Knowledge and understanding about:					
the Mental Capacity Act	7.1 The aim and purpose of the Mental Capacity Act (2005)					Signature: Date:
	7.2 The main provisions introduced with the Mental Capacity Act and how these may be used to assist individuals to plan ahead Provisions: lasting powers of attorney, court deputy, advance decisions, official solicitor, litigation friend					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	7.3 The key principles of mental capacity legislation					Signature:
						Date:
	7.4 The two stages of a capacity assessment, who can undertake these					Signature:
						Date:
	7.5 How IAA workers can use the Mental Capacity Act to protect an individual's human rights					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	7.6 The process of undertaking a best interest meeting and who should be involved in these					Signature:
						Date:
	7.7 Liberty Protection Safeguards and how these should be applied					Signature:
						Date:
	7.8 How to raise concerns about restrictions or deprivations of liberty					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	7.9 The inter-relationship between the Mental Capacity Act and Mental Health Act					Signature:
						Date:
	7.10 When there is a duty and a power to refer to an independent mental capacity advocate					Signature:
						Date:
8. Understand	Knowledge and understanding about:					
the Mental Health Act	8.1 The aim and purpose of the Mental Health Act 1983, as amended by the Mental Health Act 2007, Mental Health (Wales) Measure 2010					Signature:
						Date:

Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
8.2 The difference between formal and informal patients under the Mental Health Act					Signature:
					Date:
8.3 What is meant by the term 'compulsion'					Signature:
					Date:
8.4 The routes and criteria for being detained under the Mental Health Act					Signature:
Routes: for individual patients who are admitted to hospital by force under civil and forensic sections, made subject to guardianship, made subject to the Supervised Community Treatment Order					Date:
	8.2 The difference between formal and informal patients under the Mental Health Act 8.3 What is meant by the term 'compulsion' 8.4 The routes and criteria for being detained under the Mental Health Act Routes: for individual patients who are admitted to hospital by force under civil and forensic sections, made subject to guardianship, made subject to the Supervised Community	8.2 The difference between formal and informal patients under the Mental Health Act 8.3 What is meant by the term 'compulsion' 8.4 The routes and criteria for being detained under the Mental Health Act Routes: for individual patients who are admitted to hospital by force under civil and forensic sections, made subject to guardianship, made subject to the Supervised Community	8.2 The difference between formal and informal patients under the Mental Health Act 8.3 What is meant by the term 'compulsion' 8.4 The routes and criteria for being detained under the Mental Health Act Routes: for individual patients who are admitted to hospital by force under civil and forensic sections, made subject to guardianship, made subject to the Supervised Community	8.2 The difference between formal and information and advice and assistance 8.3 What is meant by the term 'compulsion' 8.4 The routes and criteria for being detained under the Mental Health Act 8.4 The routes and criteria for being detained under the Mental Health Act Routes: for individual patients who are admitted to hospital by force under civil and forensic sections, made subject to the Supervised Community	8.2 The difference between formal and information and advice and assistance 8.3 What is meant by the term 'compulsion' 8.4 The routes and criteria for being detained under the Mental Health Act Routes: for individual patients who are admitted to hospital by force under civil and forensic sections, made subject to guardianship, made subject to the Supervised Community Information and advice and advice and assistance Evidence Evidence Evidence Evidence Advice and advice and assistance Evidence Evidence Advice and assistance Evidence

Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
8.5 When there is a duty to inform an individual of their right for support from an independent mental health advocate					Signature:
					Date:
8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy					Signature:
					Date:
8.7 Powers within current mental health legislation and who may exercise these					Signature:
Powers: detaining powers, treatment powers, holding powers, police powers					Date:
	8.5 When there is a duty to inform an individual of their right for support from an independent mental health advocate 8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy 8.7 Powers within current mental health legislation and who may exercise these Powers: detaining powers, treatment powers, holding powers, police	8.5 When there is a duty to inform an individual of their right for support from an independent mental health advocate 8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy 8.7 Powers within current mental health legislation and who may exercise these Powers: detaining powers, treatment powers, holding powers, police	8.5 When there is a duty to inform an individual of their right for support from an independent mental health advocate 8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy 8.7 Powers within current mental health legislation and who may exercise these Powers: detaining powers, treatment powers, holding powers, police	8.5 When there is a duty to inform an individual of their right for support from an independent mental health advocate 8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy 8.7 Powers within current mental health legislation and who may exercise these Powers: detaining powers, treatment powers, holding powers, police	8.5 When there is a duty to inform an individual of their right for support from an independent mental health advocate 8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy 8.7 Powers within current mental health legislation and who may exercise these Powers: detaining powers, police Evidence Evidence Evidence Evidence Evidence Evidence

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	8.8 A range of safeguards within the current mental health legislation.					Signature:
	Safeguards: First tier tribunal, hospital managers' hearing, nearest relative, independent mental health advocate, right to request a second opinion, appointed doctor, right to complain					Date:
9. Understand	Knowledge and understanding about:					
legislation related to Welsh language	9.1 Legislation related to the Welsh language and how this relates to the role of IAA workers					Signature: Date:
	9.2 The importance of the 'Active Offer' for the well-being of individuals					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	 Signature and date
	9.3 The key principles and provisions of the Welsh Language Act (1993) and Welsh Language Wales Measure (2011)					Signature:
						Date:
	9.4 Requirements set by Welsh language legislation for public bodies					Signature:
						Date: