

# 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 the importance of developing legislation and standards that apply in Wales	<b>Knowledge and understanding about:</b>					
	1.1 Why it is important for social services practitioners to have knowledge and understanding of legislation and how this relates to their role	X	X	X		Signature:  Date:
	1.2 The importance of understanding the <b>inter-relationship</b> between different pieces of legislation and how this may impact on: <ul style="list-style-type: none"> <li>the role of social services practitioners</li> <li>individuals and carers</li> </ul> <b>Inter-relationship:</b> supporting and challenging		X	X		Signature:  Date:

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	X	X	X		Signature:  Date:
2. Understand the Social Services and Well-being (Wales) Act 2014	<b>Knowledge and understanding about:</b>					
	2.1 The aim, purpose and principles of the Social Services and Well-Being (Wales) Act	X	X	X		Signature:  Date:
	2.2 The definition of well-being and the role of early intervention and prevention services	X	X	X		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	X	X	X		Signature:  Date:
	2.4 The National Outcomes Statements and how these relate to the principles of the Act	X	X	X		Signature:  Date:
	2.5 The assessment process - including eligible and ineligible needs		X	X		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		X	X		Signature:  Date:
	2.7 Direct payments, how these are defined and how they can be used		X	X		Signature:  Date:
	2.8 The care and/or support planning process and the review process		X	X		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	X	X	X		Signature:  Date:
	2.10 When independent professional advocacy is triggered under the Act	X	X	X		Signature:  Date:
3. Understand legislation that relates to children and young people	<b>Knowledge and understanding about:</b>					
	3.1 The main <b>provisions</b> of the Children Act 1989 and 2004 that apply in Wales  <b>Provisions:</b> To include protections - rights to complain, be visited by professionals, participation rights		X	X		Signature:  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		X	X		Signature:  Date:
	3.3 Parts of the Social Services and Well-Being Wales Act that apply specifically to children and young people		X	X		Signature:  Date:
	3.4 National policy and guidance related to young people leaving care		X	X		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		X	X		Signature:  Date:
	3.6 The United Nations Convention on the Rights of the Child	X	X	X		Signature:  Date:
	3.7 When a child or young person has a right to access an independent advocate	X	X	X		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		X	X		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	X	X	X		Signature:  Date:
	4.2 How the Regulation and Inspection of Social Care (Wales) Act applies to the role of IAA workers			X		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 <b>application</b> of the Human Rights Act 1998  <b>Application:</b> where it applies and responsibilities, role of public bodies/authorities		X	X		Signature:       Date:
	5.2 How human rights law has been incorporated into other legislation, national policy and guidance			X		Signature:       Date:
	5.3 The articles of the Human Rights Act	X	X	X		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			X		Signature:  Date:
6. Understand the Equality Act	<b>Knowledge and understanding about:</b>					
	6.1 The aim, purpose and application of the Equality Act 2010	X	X	X		Signature:  Date:
	6.2 Protected characteristics and how these are defined	X	X	X		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			X		Signature:  Date:
	6.4 Types of prohibited behaviour and how these are defined	X	X	X		Signature:  Date:
	6.5 Reasonable adjustments and how these should be used to ensure that disabled individuals are not disadvantaged	X	X	X		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	X	X	X		Signature:    Date:
7. Understand the Mental Capacity Act	<b>Knowledge and understanding about:</b>					
	7.1 The aim and purpose of the Mental Capacity Act (2005)	X	X	X		Signature:    Date:
	7.2 The main <b>provisions</b> introduced with the Mental Capacity Act and how these may be used to assist individuals to plan ahead  <b>Provisions:</b> lasting powers of attorney, court deputy, advance decisions, official solicitor, litigation friend		X	X		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	X	X	X		Signature:  Date:
	7.4 The two stages of a capacity assessment, who can undertake these		X	X		Signature:  Date:
	7.5 How IAA workers can use the Mental Capacity Act to protect an individual's human rights			X		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	X	X	X		Signature:  Date:
	7.7 Liberty Protection Safeguards and how these should be applied	X	X	X		Signature:  Date:
	7.8 How to raise concerns about restrictions or deprivations of liberty	X	X	X		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		X	X		Signature:  Date:
	7.10 When there is a duty and a power to refer to an independent mental capacity advocate		X	X		Signature:  Date:
8. Understand the Mental Health Act	<b>Knowledge and understanding about:</b>					
	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	X	X	X		Signature:  Date:

Learning outcome	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		X	X		Signature:  Date:
	8.3 What is meant by the term 'compulsion'		X	X		Signature:  Date:
	8.4 The <b>routes</b> and criteria for being detained under the Mental Health Act  <b>Routes:</b> 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		X	X		Signature:  Date:



Learning outcome	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	X	X	X		Signature:  Date:
	8.6 Where there is a duty to consider a referral to an independent mental health advocate for non-instructed advocacy	X	X	X		Signature:  Date:
	8.7 <b>Powers</b> within current mental health legislation and who may exercise these  <b>Powers:</b> detaining powers, treatment powers, holding powers, police powers		X	X		Signature:  Date:

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

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)	X	X	X		Signature:  Date:
	9.4 Requirements set by Welsh language legislation for public bodies	X	X	X		Signature:  Date:

Teaching resources for section 1 - set of power point slides which can be delivered as a whole, or split up for standalone delivery for each learning outcome or specific criteria for knowledge and understanding

I confirm that ..... has demonstrated achievement of the knowledge learning outcomes set out in section 1 of the Information, Advice and Assistance Competency Framework in accordance with their role and responsibilities.

Signed and dated: (manager).....

Date:.....

Signed and dated: (worker).....

Date:.....