



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

Section 2: Professional practice

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. Ensure that | Knowledge and understanding about: | | | | | |
| own continual professional development meets standards and requirements and reflects | 1.1 Professional responsibilities and accountabilities within the context of relevant legislative frameworks, standards and codes of conduct and professional practice | | | | | Signature: Date: |
| best practice in the context of working in Wales | | | | | | |
| | 1.2 Legislative, regulatory and organisational requirements related to duty of candour and the importance of being open and honest if things go wrong | | | | | Signature: Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|------------------|--|-------------|---------------------------|--|----------|--------------------|
| | 1.3 Accountability for quality of own practice | | | | | Signature: |
| | | | | | | Date: |
| | 1.4 The importance of recognising and adhering to the boundaries of own role and responsibilities | | | | | Signature: |
| | | | | | | Date: |
| | 1.5 How and when to seek additional support in situations beyond own role, responsibilities, level of experience and expertise or unsure as to how to proceed in a work matter | | | | | Signature: |
| | | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|------------------|--|-------------|---------------------------|--|----------|--------------------|
| | 1.6 The purpose of undertaking personal and professional development and own responsibility for doing so | | | | | Signature: |
| | | | | | | Date: |
| | 1.7 The range of learning opportunities and how to access them | | | | | Signature: |
| | | | | | | Date: |
| | 1.8 How to use learning opportunities effectively to improve own knowledge, understanding, skills and practice, including learning from day to day experiences | | | | | Signature: |
| | | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|------------------|--|-------------|------------------------|--|----------|--------------------|
| | 1.9 How to use sources of information to develop evidence informed practice | | | | | Signature: |
| | | | | | | Date: |
| | 1.10 How to apply learning and transfer skills into new situations | | | | | Signature: |
| | | | | | | Date: |
| | Practice You are able to work in ways that: | | | | | |
| | 1.11 Ensure own compliance with legislative requirements, standards and codes of conduct and professional practice for continuing professional development | | | | | Signature: |
| | | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|------------------|---|-------------|---------------------------|--|----------|--------------------|
| | 1.12 Use relevant literature, research and reviews to ensure that practice is current and effective | | | | | Signature: |
| | | | | | | Date: |
| | 1.13 Evaluate and routinely review own knowledge, understanding and skills against: relevant legislative requirements relevant standards and frameworks codes of conduct and professional practice | | | | | Signature: Date: |
| | evidence informed practice to identify areas for improvement | | | | | |

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|---|---|-------------|------------------------|--|----------|--------------------|
| 2. Meet | Knowledge and understanding about: | | | | | |
| requirements for presenting, recording, reporting and storing information | 2.1 Legislative requirements for handling information Handling information: storing, recording, confidentiality, sharing | | | | | Signature: Date: |
| | 2.2 Protocols for gaining and confirming consent of: individuals and families/carers when sharing information with services and professionals individuals when sharing information with families/carers | | | | | 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 format and purpose of records, reports and sharing of information and how this should be presented | | | | | Signature: |
| | Presented: in writing and verbally | | | | | Date: |
| | Practice You are able to work in ways that: | | | | | |
| | 2.4 Ensure that own practice complies with requirements for recording, reporting and storage of information in the work setting | | | | | Signature: |
| | | | | | | Date: |
| | 2.5 Adhere to protocols for sharing information with services, professionals, families/carers | | | | | Signature: |
| | | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|------------------|---|-------------|------------------------|--|----------|--------------------|
| | 2.6 Ensure that own records and reports are: accurate dated objective understandable legible accessible reflect the views of individuals and/or families/carers respectful of individuals and/or families/carers written in ways that don't stigmatise or reinforce negative perceptions of individuals and/or families/carers use accurate language and descriptors for specific conditions differentiate between fact and opinion presented to those who need to make decisions or take actions stored, shared and retained in accordance with organisational policies, legal requirements and data protection | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|-------------------------------------|--|-------------|---------------------------|--|----------|--------------------|
| 3. Develop | Knowledge and understanding about: | | | | | |
| effective partnership working | 3.1 The principles and protocols for partnership working | | | | | Signature: |
| | Protocols: confidentiality and information sharing, record keeping | | | | | |
| | | | | | | Date: |
| | 2.2\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\ | | | | | Cimatana |
| | 3.2 What the term 'co-production' means in relation to partnership working | | | | | Signature: |
| | | | | | | Date: |
| | 3.3 The range and role of partners, professionals and agencies in health and social care | | | | | Signature: |
| | | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
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| | 3.4 How legislation informs the need to work in partnership for individuals and carers | | | | | Signature: |
| | | | | | | Date: |
| | 3.5 The value of partners, professionals and agencies working together to support individuals and/or carers to achieve positive outcomes | | | | | Signature: |
| | | | | | | Date: |
| | 3.6 The importance of ensuring that all partnership working involves individuals and/or their carers | | | | | Signature: |
| | | | | | | Date: |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
|------------------|--|-------------|------------------------|--|----------|--------------------|
| | Practice You are able to work in ways that: | | | | | |
| | 3.7 Promote a culture of partnership working | | | | | Signature: |
| | | | | | | Date: |
| | 3.8 Apply the principles of partnership working and coproduction in your work with others | | | | | Signature: |
| | | | | | | Date: |
| | 3.9 Build trust and confidence with partners, professionals and agencies, recognising the roles, responsibilities, accountabilities and expertise of self and others | | | | | Signature: |
| | | | | | | Date: |

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| | 3.10 Develop effective relationships with partners and other professionals while maintaining clear professional boundaries | | | | | Signature: |
| | | | | | | Date: |
| | 3.11 Take action to resolve challenges that arise from working in partnership | | | | | Signature: |
| | | | | | | Date: |
| | 3.12 Adhere to agreed protocols for partnership working | | | | | Signature: |
| | Protocols: confidentiality and information sharing, record keeping | | | | | Date: |
| | | | | | | |

| Learning outcome | Training, learning, development and practice standards | Information | Information and advice | Information, advice and assistance | Evidence | Signature and date |
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| | 3.13 Promote the rights and well- being of individuals and/or carers with partners, professionals and agencies | | | | | Signature: Date: |

Teaching resources for section 2 - set of power point slides which can be delivered as a whole, or split up for standalone delivery for each learning