

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 own continual professional development meets standards and requirements and reflects best practice in the context of working in Wales	Knowledge and understanding about:					
	1.1 Professional responsibilities and accountabilities within the context of relevant legislative frameworks, standards and codes of conduct and professional practice					Signature: Date:
	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
	<p>2.3 The format and purpose of records, reports and sharing of information and how this should be presented</p> <p>Presented: in writing and verbally</p>					<p>Signature:</p> <p>Date:</p>
	<p>Practice You are able to work in ways that:</p>					
	<p>2.4 Ensure that own practice complies with requirements for recording, reporting and storage of information in the work setting</p>					<p>Signature:</p> <p>Date:</p>
	<p>2.5 Adhere to protocols for sharing information with services, professionals, families/carers</p>					<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
	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 co-production 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:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	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 outcome or specific criteria for knowledge and understanding

I confirm that has demonstrated achievement of the knowledge learning outcomes set out in section 2 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:.....