

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	X	X	X		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	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
	1.3 Accountability for quality of own practice	X	X	X		Signature: Date:
	1.4 The importance of recognising and adhering to the boundaries of own role and responsibilities	X	X	X		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	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
	1.6 The purpose of undertaking personal and professional development and own responsibility for doing so	X	X	X		Signature: Date:
	1.7 The range of learning opportunities and how to access them	X	X	X		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	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
	1.9 How to use sources of information to develop evidence informed practice	X	X	X		Signature: Date:
	1.10 How to apply learning and transfer skills into new situations	X	X	X		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	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. Meet requirements for presenting, recording, reporting and storing information	Knowledge and understanding about:					
	2.1 Legislative requirements for handling information Handling information: storing, recording, confidentiality, sharing	X	X	X		Signature: Date:
	2.2 Protocols for gaining and confirming consent of: <ul style="list-style-type: none"> • individuals and families/carers when sharing information with services and professionals • individuals when sharing information with families/carers 	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
	<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>	X	X	X		<p>Signature:</p> <p>Date:</p>
	<p>Practice</p> <p>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>	X	X	X		<p>Signature:</p> <p>Date:</p>
	<p>2.5 Adhere to protocols for sharing information with services, professionals, families/carers</p>	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
3. Develop effective partnership working	Knowledge and understanding about:					
	3.1 The principles and protocols for partnership working Protocols: confidentiality and information sharing, record keeping	X	X	X		Signature: Date:
	3.2 What the term 'co-production' means in relation to partnership working	X	X	X		Signature: Date:
	3.3 The range and role of partners, professionals and agencies in health and social care	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
	3.4 How legislation informs the need to work in partnership for individuals and carers	X	X	X		Signature: Date:
	3.5 The value of partners, professionals and agencies working together to support individuals and/or carers to achieve positive outcomes	X	X	X		Signature: Date:
	3.6 The importance of ensuring that all partnership working involves individuals and/or their carers	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
	Practice You are able to work in ways that:					
	3.7 Promote a culture of partnership working	X	X	X		Signature: Date:
	3.8 Apply the principles of partnership working and co-production in your work with others	X	X	X		Signature: Date:
	3.9 Build trust and confidence with partners, professionals and agencies, recognising the roles, responsibilities, accountabilities and expertise of self and others	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
	3.10 Develop effective relationships with partners and other professionals while maintaining clear professional boundaries	X	X	X		Signature: Date:
	3.11 Take action to resolve challenges that arise from working in partnership	X	X	X		Signature: Date:
	3.12 Adhere to agreed protocols for partnership working Protocols: confidentiality and information sharing, record keeping	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
	3.13 Promote the rights and well-being of individuals and/or carers with partners, professionals and agencies	X	X	X		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:.....