|  |  |  |
| --- | --- | --- |
| Overview | This standard identifies the requirement when promoting employment, training and education opportunities for individuals. This includes raising awareness of the value of employment, training and education for individuals, negotiating employment, training and education opportunities and securing specific agreements. | |
| **Performance criteria**  You must be able to:  *You must be able to:* | **Raise awareness of the value of employment, training and education for individuals**   1. identify people and organisations who may have an interest in providing employment, training and education for individuals 2. communicate appropriately with people and organisations to establish their interest in the value of employment, training and education for individuals 3. present information to people and organisations about the relationship and benefits that employment, training and education opportunities can bring to individuals 4. present information to people and organisations regarding the impact of discrimination, oppression and social exclusion on individuals 5. encourage people and organisations to understand appropriate ways of offering employment, training and education opportunities to individuals 6. give people the opportunity to ask questions and confirm their understanding of the information provided 7. seek further support and advice in areas that are outside your expertise to deal with 8. refer people and organisations who need information and advice that is outside your expertise to provide to other appropriate sources 9. challenge constructively any attitudes and behaviour which are ill informed, misguided, abusive or discriminatory 10. encourage people and organisations to become champions to raise awareness in the provision of employment, training and education opportunities for individuals   **Negotiate employment, training and education opportunities**   1. clearly explain your role and responsibilities to people and organisations who can provide employment, training and education opportunities 2. encourage people and organisations to consider their capacity to offer individuals employment, training and education 3. encourage people and organisations to consider any reasonable adjustments that they could make to enable them to offer employment, training and education opportunities to individuals 4. examine with those involved the potential challenges, rewards and any resources which will be required 5. evaluate the willingness and capacity of people and organisations to provide employment, training and education opportunities for individuals 6. with people and organisations who are willing to offer employment, training and education opportunities, confirm their agreement to do so   **Agree employment, training and education opportunities for individuals**   1. discuss with the providers the specific type of employment, training and education opportunities they can offer, the number of places available and any reasonable restrictions on who may take up the opportunities 2. discuss any adjustments, including those that are legally required, that providers may need to make 3. negotiate agreement on who will make the adjustments and how they will be resourced 4. examine with people and organisations any issues which may affect contracts of employment or agreements for training and education opportunities 5. confirm all agreements in writing 6. take appropriate actions to enable the employment, training and education opportunities to be accessed 7. complete records and reports on processes and outcomes, within confidentiality agreements and according to legal and work setting requirements |
| *You must be able to:* |

|  |  |
| --- | --- |
| Knowledge and understanding  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand: | **Rights**   1. legal and work setting requirements on equality, diversity, discrimination and rights 2. your role in promoting individuals’ rights, choices, wellbeing and active participation 3. your duty to report any acts or omissions that could infringe the rights of individuals 4. how to deal with and challenge discrimination 5. the rights that individuals have to make complaints and be supported to do so 6. conflicts and dilemmas that may arise in relation to rights and how to address them   **Your practice**   1. legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard 2. your own background, experiences and beliefs that may have an impact on your practice 3. your own roles, responsibilities and accountabilities with their limits and boundaries 4. the roles, responsibilities and accountabilities of others with whom you work 5. how to access and work to procedures and agreed ways of working 6. the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual 7. the prime importance of the interests and well-being of the individual 8. the individual’s cultural and language context 9. how to build trust and rapport in a relationship 10. how your power and influence as a worker can impact on relationships 11. how to work in ways that promote active participation and maintain individuals’ dignity, respect, personal beliefs and preferences 12. how to work in partnership with individuals, key people and others 13. how to manage ethical conflicts and dilemmas in your work 14. how to challenge poor practice 15. how and when to seek support in situations beyond your experience and expertise   **Theory**   1. the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support 2. theories underpinning our understanding of human development and factors that affect it   **Personal and professional development**   1. principles of reflective practice and why it is important 2. your role in developing the professional knowledge and practice of others 3. how to promote evidence based practice   **Communication**   1. factors that can affect communication and language skills and their development in children, young people adults 2. methods to promote effective communication and enable individuals to communicate their needs, views and preferences   **Health and Safety**   1. legal and statutory requirements for health and safety 2. your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment 3. practices for the prevention and control of infection in the context of this standard   **Safe-guarding**   1. legislation and national policy relating to the safe-guarding and protection of children, young people and adults 2. the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices 3. indicators of potential harm or abuse 4. how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties 5. what to do if you have reported concerns but no action is taken to address them 6. local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse   **Multi-disciplinary working**   1. the purpose of working with other professionals and agencies 2. the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work   **Handling information**   1. legal requirements, policies and procedures for the security and confidentiality of information 2. legal and work setting requirements for recording information and producing reports 3. principles of confidentiality and when to pass on otherwise confidential information 4. how to record written information with accuracy, clarity, relevance and an appropriate level of detail 5. how and where electronic communications can and should be used for communicating, recording and reporting   **Leading practice**   1. theories about leadership 2. standards of practice, service standards and guidance relating to the work setting 3. national and local initiatives to promote the well-being of individuals 4. lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions 5. methods of supporting others to work with and support individuals, key people and others 6. how to contribute to the development of systems, practices, policies and procedures 7. techniques for problem solving and innovative thinking   **Risk management**   1. principles of risk assessment and risk management 2. principles of positive risk-taking   Specific to this NOS   1. the importance of employment, training and education as a factor in promoting the needs of individuals and ways of maximising individuals' employability through training and education 2. theories, principles and practice into the relationship between employment, training and education and the benefits to the well-being of individuals 3. evidence based practice in promoting employment, training and education opportunities for those individuals' needs and how to apply this evidence to your own work 4. methods of presenting information and encouraging interest in and about the role of employment, training and education in meeting individuals' needs and promoting well-being 5. the particular difficulties that individuals may face in seeking employment, training and education opportunities 6. national and local schemes and agencies (statutory, independent and third sector) which are involved in providing, promoting or creating employment, training and education opportunities, for whom they are designed and how to access them 7. the range of local employment, training and education opportunities, the forms these take, who may be eligible and how to access them 8. the potential concerns which people and organisations may have regarding offering opportunities for individuals, why it is important to acknowledge their concerns and how to offer information to help them make informed decisions 9. how to gauge the level of interest and ability of people and organisations who may offer employment, training and educational opportunities to individuals 10. the options for promoting employment, training and education and which are the most appropriate options for the people and organisations concerned |

**Additional Information**

|  |  |
| --- | --- |
| Scope/range related to performance criteria | The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS apply; they are not to be regarded as range statements required for achievement of NOS    Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.  Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.  The **individual** is the adult, child or young person you support or care for in your work  **People and organisations** are those who are suitable and able to provide employment, training and education opportunities and may include general and specialist providers of education; providers of training; coaches; work placement providers |

|  |  |
| --- | --- |
| Scope/range related to knowledge and understanding | The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS  **All knowledge statements must be applied in the context of this standard.**  **Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; family circumstances; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse |

|  |  |
| --- | --- |
| Values | Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults.  These include the rights:  To be treated as an individual  To be treated equally and not be discriminated against  To be respected  To have privacy  To be treated in a dignified way  To be protected from danger and harm  To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them  To communicate using their preferred methods of communication and language  To access information about themselves |

|  |  |
| --- | --- |
| **Developed by** | Skills for Care & Development |
| **Version number** | 1 |
| Date approved | March 2012 |
| Indicative review date | August 2014 |
| Validity | Current |
| Status | Original |
| Originating organisation | Skills for Care & Development |
| Original URN | HSC421 |
| Relevant occupations | Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services |
| Suite | Health and Social Care |
| Key words | promote, training, education |