

Unit Title

LA22 Liaise with other services

Summary

Unit Summary

This Unit is for you if your role involves you in establishing relationships and exchanging information with other agencies and services.

The Unit requires you to:

- Establish procedures for exchanging information with other services
- Provide information to other services
- Obtain information from other services

There are 3 elements:

No	Title
LA22.1	Establish procedures for exchanging information with other services
LA22.2	Provide information to other services
LA22.3	Obtain information from other services

This Unit has been imported from the National Occupational Standards for Advice and Guidance revised by ENTO, December 2005, Unit AG12. It has been tailored in the format agreed for the NOS for Legal Advice.



Element

LA22.1 Establish procedures for exchanging information with other services

Performance Criteria

To meet the standard, you must be able to:

- 1 Identify and comply with procedures for exchanging information between services
- 2 Consult with other services on the information needs of each service
- 3 Agree the purpose, scope and procedures for exchanging information
- 4 Identify clearly the roles and responsibilities for exchanging information
- 5 Identify the priorities of different services for exchanging information
- 6 Disseminate the procedures for exchanging information with other services
- 7 Review regularly the procedures for exchanging information
- 8 Ensure the exchange of information complies with all relevant legislation, codes of practice, guidelines and ethical requirements

The skills you will need to enable you to deliver the service effectively are

- selecting information
- presenting information
- persuading
- prioritising
- influencing
- negotiating
- involving others
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know

- a) Which services might require information
- b) Which criteria can be used
- c) The culture and ethos of the other services
- d) What the procedures are for the exchange of information
- e) Why it is important to understand the objectives of other services
- f) What types of information are required
- g) What information is required by different services
- h) Why it is important to reach agreement on the type of information exchanged
- i) Who is involved in different types of information provision
- j) What the priorities of other services are
- k) How to disseminate different types of procedure
- l) Who should be informed of the procedures
- m) Which procedures should be reviewed
- n) When procedures are generally reviewed
- o) The relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- p) Why it is important to comply with different requirements
- q) What the consequences are of not complying with different requirements
- r) How to obtain information on the requirements

Element**LA22.2 Provide information to other services****Performance Criteria**

To meet the standard, you must be able to:

- 1 Confirm the information required by other services
- 2 Comply with the services' procedures for exchanging information
- 3 Identify the information that seems most appropriate
- 4 Assist other services to access and interpret the information they receive
- 5 Confirm with the other services that the information that is provided is sufficient and appropriate to their needs
- 6 Provide other services with additional information on other sources of relevant information
- 7 Record the results of the information provision in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- selecting information
- presenting information
- persuading
- evaluating
- influencing
- negotiating
- involving others
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know

- a) What information the other services specifically require
- b) When other services require information by
- c) What the services' procedures are for exchanging information
- d) Why it is important to comply with them
- e) What the consequences are of not complying with them
- f) How to match the information needs of other services
- g) Where different information is held
- h) Which factors affect the interpretation of the material
- i) Why it is important to check that the other services have received the information they require
- j) What the sources of information are
- k) How other services can access information
- l) What the systems for recording the provision of information are and the procedures for using them
- m) Why it is important to use the systems

Element**LA22.3 Obtain information from other services****Performance Criteria**

To meet the standard, you must be able to

- 1 Confirm the information required from other services
- 2 Comply with the services' procedures for exchanging information
- 3 Determine the methods that should be used for obtaining the information
- 4 Access the relevant information sources using the appropriate procedures
- 5 Obtain the information using the specified methods
- 6 Confirm the validity of the information
- 7 Protect the information sources according to agreed procedures
- 8 Identify any problems with obtaining the information
- 9 Record the information accurately in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- presenting information
- persuading
- evaluating
- influencing
- negotiating
- involving others
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know

- a) What types of information are required from the other services
- b) When the other services require information by
- c) What the services' procedures are for exchanging information
- d) Why it is important to comply with the procedures
- e) What the consequences are of not complying with the procedures
- f) The different methods that can be used for obtaining information
- g) Which methods are appropriate for obtaining information
- h) What the procedures for accessing information are
- i) What difficulties can occur when obtaining information
- j) Why it is important to use the agreed methods for obtaining information
- k) How to decide whether the information is valid
- l) Why it is important to protect the information sources
- m) The types of problem that could occur
- n) What actions can be taken to address them
- o) Why it is important to address problems
- p) What the implications are of not addressing the problems
- q) What the systems for recording information are and the procedures for using them
- r) Why it is important to use the systems