

Unit Title

LA25 Provide second-tier support to others

Summary

This Unit is for you if you are providing second-tier support to other services, organisations or individuals. The support defined in this Unit does not include the design and delivery of learning and development materials or programmes; these activities are covered by the National Occupational Standards for Learning and Development. It does include advice that may be provided by specialist agencies, for example advice on HIV/Aids or employment discrimination, and advice on issues of policy relating to specific areas, such as confidentiality or case management.

The Unit requires you to:

- Establish the support needs of other organisations and advisers
- Respond to the support needs of other organisations and advisers
- Review the effectiveness of service provision with colleagues and other organisations and advisers

There are 3 elements:

No	Title
LA24.1	Establish the support needs of other organisations and advisers
LA24.2	Respond to the support needs of other organisations and advisers
LA24.3	Review the effectiveness of service provision with colleagues and other organisation and advisers

This is a new Unit that has been developed for the independent Legal Advice Sector. It has been developed in the format agreed for the NOS for Legal Advice.



Element**LA25.1 Establish the support needs of other organisations and advisers****Performance Criteria**

To meet the standard, you must be able to:

- 1 Establish the nature of the support needs of organisations or other advisers
- 2 Explain clearly the support you can offer within the scope of the service and any potential costs
- 3 Manage the expectations of organisations or other advisers
- 4 Identify potential conflicts of interest and act accordingly
- 5 Comply with the relevant legislation, codes of practice, guidelines and ethical requirements
- 6 Record details and agreed actions using organisational procedures for recording and storing details

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

- questioning
- active listening
- analytical
- decision making
- problem solving
- evaluating
- presenting information orally and in written form
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) The kind of support that you/your organisation can offer to potential users
- b) Why it is important to explain this to users, including any fees that may be involved
- c) Relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- d) Why it is important to comply with different requirements and the consequences of non-compliance
- e) Organisational procedures for the recording and storing of information

Element**LA25.2 Respond to the support needs of other organisations and advisers****Performance Criteria**

To meet the standard, you must be able to:

- 1 Provide organisations and other advisers with the information and/or advice they require in a format that meets their needs
- 2 Check with organisations and other advisers that the support offered meets their needs and revise provision if necessary
- 3 Agree any further services required by organisations and other advisers
- 4 Comply with the relevant legislation, codes of practice, guidelines and ethical requirements
- 5 Record organisations' and other advisers' details and agreed actions using organisational procedures for recording and storing user details

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

- questioning
- active listening
- decision making
- problem solving
- evaluating
- presenting information orally and in written form
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) The kind of formats that can be used to provide information and/or advice and when to use them
- b) Why it is important to check whether the support offered meets requirements and ways of doing this
- c) Relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- d) Why it is important to comply with different requirements and the consequences of non-compliance
- e) Organisational procedures for the recording and storing of user details

Element**LA25.3 Review the effectiveness of service provision with
colleagues and other organisations and advisers****Performance Criteria**

To meet the standard, you must be able to:

- 1 Gather information from colleagues, organisations and other advisers on the quality and effectiveness of the services you have provided
- 2 Review and evaluate feedback on service provision
- 3 Revise and improve service provision in the light of feedback
- 4 Comply with the relevant legislation, codes of practice, guidelines and ethical requirements
- 5 Record details of agreed actions using organisational procedures

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

- questioning
- active listening
- analytical
- decision making
- problem solving
- evaluating
- presenting information orally and in written form
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) The kind of information required to inform the review process and ways of gathering this
- b) Why it is important to involve service users in the review process
- c) How to implement changes in the way the service is provided and who to involve in this process
- d) Relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, data protection and conflicts of interest
- e) Why it is important to comply with different requirements and the consequences of non-compliance
- f) Organisational procedures for recording agreed actions