

Unit Title

LA28 Provide support for other practitioners

Summary

This Unit is for you if you are responsible for managing, supervising, training or supporting other practitioners to maintain and develop effective practice with clients. The support process will include providing professional supervision where this is appropriate. Practitioners may be those within your organisation or those who work in other organisations or related networks. In addition, you may be responsible for providing this service as part of second-tier services or contracts.

The Unit requires you to:

- Agree to support other practitioners
- Promote the effective practice of practitioners
- Deliver support sessions to practitioners

There are 3 elements:

No	Title
LA28.1	Agree to support other practitioners
LA28.2	Promote the effective practice of practitioners
LA28.3	Deliver support sessions to practitioners

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



Element**LA28.1 Agree to support other practitioners****Performance Criteria**

To meet the standard, you must be able to:

- 1 Explore the purpose and boundaries of the support of other practitioners
- 2 Ensure the supervision of specific practitioners is appropriate to both parties
- 3 Review with practitioners the methods for providing the support
- 4 Agree the procedures and limits relating to the exchange of information and confidentiality
- 5 Clarify options for resolving issues relating to support
- 6 Agree with practitioners to implement the support
- 7 Agree with practitioners when to review the support
- 8 Record the support agreement in the appropriate systems

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

- questioning
- active listening
- negotiating
- reflecting
- constructive feedback
- coaching
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) What types of support can be provided to other practitioners
- b) The different purposes and boundaries of each type of support
- c) Which practitioners should be supported
- d) What the reasons for not supporting practitioners are
- e) Which methods of support are available
- f) How to review the methods of support
- g) What the potential procedures and limits are that relate to the exchange of information and confidentiality
- h) What the options are for resolving issues
- i) Which are most effective options with different practitioners
- j) How to reach agreements with practitioners
- k) How often the support should be reviewed
- l) What the systems are for recording support agreements and the procedures for using these
- m) Why it is important to use the systems

Element**LA28.2 Promote the effective practice of practitioners****Performance Criteria**

To meet the standard, you must be able to:

- 1 Assist practitioners to identify and work within the limits of their own competence
- 2 Enable practitioners and services to monitor the effectiveness of their work with clients
- 3 Intervene in a timely and appropriate manner in order to maintain practitioners' effectiveness
- 4 Provide practitioners with regular feedback on their performance
- 5 Assist practitioners to clarify and manage any tensions between work and personal issues
- 6 Identify any issues requiring immediate attention and take appropriate action to assist their resolution
- 7 Assist practitioners to comply 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

- active listening
- questioning
- negotiating
- reflecting
- constructive feedback
- coaching
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) Who is being supported
- b) What the typical limits of competence of practitioners are
- c) What the organisation's expectations of practitioners are
- d) How practitioners can monitor work with clients
- e) Which criteria can be used for measuring effectiveness
- f) When to intervene in order to maintain practitioners' effectiveness
- g) How to intervene in order to maintain practitioners' effectiveness
- h) When to provide feedback to practitioners
- i) How to provide constructive feedback to practitioners
- j) What type of tensions between work and personal issues can arise
- k) How far to get involved in resolving tensions
- l) The type of issues that might require immediate attention
- m) What actions should be taken to assist in the resolution of issues
- n) The relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- o) Why it is important to comply with different requirements
- p) What the consequences are of not complying with different requirements

Element**LA28.3 Deliver support sessions to practitioners****Performance Criteria**

To meet the standard, you must be able to

- 1 Identify any time or other constraints on the support session
- 2 Identify clearly the issues to be covered in the support session
- 3 Enable practitioners to reflect on their practice and the issues that affect the practice
- 4 Provide constructive feedback on the work of practitioners
- 5 Explore with practitioners the effectiveness of their work
- 6 Assist practitioners to identify any specific needs for support or development
- 7 Identify suitable options for meeting the specific needs of practitioners
- 8 Regularly review support sessions and identify potential improvements
- 9 Record the session outcomes in the appropriate systems

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

- active listening
- questioning
- negotiating
- reflecting
- constructive feedback
- coaching
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) The types of constraints that could affect the support session
- b) What types of issues should be covered in the support session
- c) Why it is important for practitioners to reflect on their practice
- d) How practitioners can reflect on their practice
- e) What type of feedback is constructive
- f) How to give constructive feedback
- g) How to assess the effectiveness of the work of practitioners
- h) The types of specific need could occur
- i) What options are available for meeting the specific needs of practitioners
- j) How to match options with practitioners
- k) When to review support sessions
- l) What types of improvement could be made to support sessions
- m) What the systems for recording session outcomes are and what the procedures are that relate to the use of these
- n) Why it is important to use the systems