

## Unit Title

### LA5 Provide information to clients

## Summary

This Unit is for you if your role is the provision of information to clients. The information may be in written format or may be provided orally. Other formats and communication methods, e.g. signing, Braille etc. may also be used according to the needs of the client.

The Unit requires you to:

- Identify the information required by clients
- Provide information to meet the needs of clients

There are 2 elements:

No	Title
LA5.1	Identify the information required by clients
LA5.2	Provide information to meet the needs of clients

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****LA5.1 Identify information required by clients****Performance Criteria**

To meet the standard, you must be able to:

- 1 Enable clients to express their needs for information
- 2 Explore with clients the reasons for their information needs
- 3 Assess correctly clients' needs for information
- 4 Confirm the information required with the clients
- 5 Agree the provision of information with clients
- 6 Refer clients to additional or alternative sources of relevant information
- 7 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**

- questioning
- active listening
- presenting information
- checking understanding
- summarising
- reviewing
- reflecting

## Knowledge and Understanding

To meet the standard, you must know:

- a) How to encourage clients to express themselves
- b) The difficulties that can occur when clients express their needs and circumstances
- c) Factors that can affect the ability of clients to access information
- d) The different reasons clients may have for seeking information
- e) The kinds of information that may be sought
- f) How to assess clients' needs
- g) Why it is important to confirm the information required with clients
- h) Why it is important to agree that the information will be provided
- i) What other sources of information could help the clients
- j) The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- k) Why it is important to comply with different requirements and the consequences of non-compliance
- l) How to obtain information on the requirements

**Element****LA5.2 Provide information to meet the needs of clients****Performance Criteria**

To meet the standard, you must be able to:

- 1 Agree with clients appropriate methods for providing the information
- 2 Retrieve the relevant information from the appropriate systems
- 3 Provide sufficient and suitable information to meet clients' needs
- 4 Ensure the information that is provided is current and capable of meeting a diverse range of needs
- 5 Check clients' understanding of the information
- 6 Assist clients to obtain other relevant information
- 7 Identify any problems with providing the information and take appropriate action to address them
- 8 Agree with clients any further activities that are necessary to meet their needs

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

- questioning
- active listening
- researching information
- presenting information
- checking understanding
- summarising
- reviewing
- reflecting

## Knowledge and Understanding

To meet the standard, you must know:

- a) The different methods that are available for providing information
- b) How information can be presented in different formats
- c) Organisational systems for recording information and why it is important to use the systems
- d) The procedures relating to the use of the systems
- e) How much information should be provided for different clients
- f) What type of information is suitable
- g) How to check the currency, accuracy and suitability of the information that is provided
- h) How to ensure the information is free from stereotypes and is not biased
- i) How to check clients' understanding of the information
- j) What other sources of information are available
- k) What additional information is available
- l) What type of assistance might be necessary
- m) What are the types of problem that could occur and what actions can be taken to address them
- n) Why it is important to address problems
- o) The implications of not addressing the problems
- p) What other activities might be necessary