

## Unit Title

### LA9 Assist clients to gain access to other services

## Summary

This Unit is for you if your role involves you in helping clients to recognise and access other services. You will establish that your service is unable to meet the client's needs and you will direct them to an alternative service that will be able to provide the appropriate support. This is signposting, not an in-depth client-referral process, which is covered in Unit LA10: Provide and receive referrals on behalf of clients.

The Unit requires you to:

- Identify the needs of clients for other services
- Provide clients with information about other services

There are 2 elements:

No	Title
LA9.1	Identify the needs of clients for other services
LA9.2	Provide clients with information about other services

This Unit has been imported from the National Occupational Standards for Advice, Guidance and Advocacy, Unit 16, managed by ENTO. It has been tailored in the format agreed for the NOS for Legal Advice.



**Element****LA9.1 Identify the needs of clients for other services****Performance Criteria**

To meet the standard, you must be able to:

- 1 Encourage clients to explain their needs and circumstances
- 2 Obtain information from clients on their needs
- 3 Check the potential suitability of own services with clients
- 4 Obtain further clarification from clients when own services appear inappropriate
- 5 Identify the other services that are most likely to be appropriate
- 6 Comply with all relevant legislation, codes of practice, guidelines and ethical requirements
- 7 Record contacts with clients in the appropriate systems

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

- questioning
- active listening
- decision making
- presenting information
- recording and storing information

## Knowledge and Understanding

To meet the standard, you must know:

- a) How to encourage clients to explain their needs and circumstances
- b) The difficulties that can occur when clients express their needs and circumstances
- c) What type of information should be obtained on their needs and how to obtain this
- d) The indications clients provide on the suitability of services
- e) The type of additional information that should be obtained
- f) How to match clients' needs to other services
- g) Which alternative services are available and how to access them
- h) The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- i) Why it is important to comply with different requirements and the consequences of non-compliance
- j) Systems and procedures for recording contacts, why it is important to use the systems and how to use them

**Element****LA9.2 Provide clients with information about other services****Performance Criteria**

To meet the standard, you must be able to:

- 1 Provide clear and relevant information to clients on the other services that are available
- 2 Indicate clearly the client's needs that have the potential to be met by the other services
- 3 Provide sufficient information about the alternative services in an appropriate format
- 4 Confirm the acceptability of the other services with the client
- 5 Provide additional information or support when required by clients
- 6 Take appropriate action to resolve difficulties in finding other appropriate services

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

- questioning
- active listening
- decision making
- presenting information
- recording and storing information

## Knowledge and Understanding

To meet the standard, you must know:

- a) The organisation's procedures and guidelines for providing information on other services
- b) What information on other services should be provided
- c) The type of information that clients require
- d) What needs might be met by the other services
- e) Different formats for providing information and when to use them
- f) How different types of information can assist clients to decide whether they can be helped
- g) How to confirm the acceptability of other services with the client
- h) What objections clients might have to other services
- i) Who can provide additional information or support
- j) What action could be taken to resolve difficulties