

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

Elements of competence

- AD1.1 Develop effective working with staff in other agencies**
- AD1.2 Sustain effective working with staff in other agencies**

About this Unit

This Unit is about developing and sustaining effective working relationships with staff in other agencies. This is an essential aspect of most jobs in the justice sector where it is vital that work is co-ordinated across agencies.

Target Group

The Unit is designed to be applicable to most people who work in the justice sector and who routinely work with people from other agencies.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit — please see details overleaf.

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

Specific Evidence Requirements for this Unit
Simulation:
Simulation is not permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
<p>Direct Observation: Your assessor or expert witness must observe you in real work activities that provide a significant amount of the Performance Criteria for most of the Elements in this Unit. For example your assessor may see you meeting with staff from other agencies and obtaining and agreeing information regarding any joint working agreements. The joint working could relate to any area of practice where joint working is appropriate eg decisions relating to bail conditions, planning appropriate interventions, individual and group work programmes etc.</p> <p>Reflective Account/professional discussion: These will be an explanation or a description of your practice in particular situations based on current working practices. For example an account of your role and responsibilities in relation to joint working and the roles of any other agencies with which you are working. An account of the communication skills used and the process of negotiating and reaching agreement.</p>
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures that cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.</p> <p>Expert Witness: A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion or providing feedback on a reflective account. Working with offending behaviour can pose a number of challenges for Direct Observation of practice by assessors not based in the workplace and it is vital that expert witnesses are identified at the planning stage as they will be required to work closely with your assessor in the evidence gathering process.</p> <p>Witness testimony: Can be a confirmation or authentication of the activities described in your evidence that your assessor has not seen. A work colleague or another key person could provide this. It is NOT appropriate to use witness testimony from any offenders/member of their family or circle of friends.</p> <p>Products: These can be records and reports you have produced eg joint working agreements, individual and group work programmes and/or any agency approved forms and records.</p> <p>Due to the nature of this Unit considerable care should be given to the inclusion of any anonymised records in your portfolio. They should remain where they are normally stored and checked for their authenticity by your assessor as well as occasionally by your Verifier. Where records are included great care should be taken to ensure they are anonymised to ensure confidentiality.</p>

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

General guidance

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods (including potential products) including any court records, assessment tools and the tasks you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the Performance Criteria, ALL of the knowledge and parts of the range/scope that are relevant to your job.
- ◆ Candidates and assessors should ensure that knowledge evidence should be integrated into the reflective accounts, direct observations and if appropriate in professional discussions. Care should be taken to avoid assessment of knowledge through set or banks of questions as they generally do not reflect real work practice.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to the current legislation, values and principles of best practice within the Community Justice Sector and in particular those staff working with Offenders.
- ◆ All evidence must relate to your own work practice.

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

Knowledge Specification

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Knowledge Specification for Element AD1.1	
1 The relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do.	
2 The nature and purpose of the sector.	
3 The roles and functions of the main agencies within the sector and their broad structures, methods of communication and decision making processes.	
4 How agency structure and culture can affect joint working.	
5 The principles and benefits of joint working between different agencies.	
6 The factors likely to hinder joint working (such as stereotyping, discrimination).	
7 The reasons for reaching agreement on how joint working is to take place when different individuals become involved and in clarifying roles and responsibilities.	
8 Your own competence in joint working and when to seek further support.	
Knowledge Specification for Element AD1.2	
1 The relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do.	
2 The nature and purpose of the sector.	
3 The roles and functions of the main agencies within the sector and their broad structures, methods of communication and decision making processes.	
4 How agency structure and culture can affect joint working.	
5 The factors likely to hinder joint working (such as stereotyping, discrimination).	
6 Effective methods of identifying and resolving tensions and issues.	
7 Methods of reviewing the effectiveness of joint working relationships.	
8 Your own competence in joint working and when to seek further support.	

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

AD1.1 Develop effective working with staff in other agencies

Performance Criteria		DO	RA	EW	Q	P	WT
1	Need to understand the roles and responsibilities of the different people and agencies you will be working with.						
2	Agree and record arrangements for joint working that are: <ul style="list-style-type: none"> ◆ appropriate to the nature and purpose of the work ◆ likely to be effective in achieving their aims 						
3	Agree the information that needs to be shared, the reasons for this and how to maintain the security of information.						
4	Discuss and agree how and when the joint work will be monitored and reviewed.						

DO = Direct Observation

EW = Expert Witness

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

Scope for Element AD1.1

- 1 **Roles and responsibilities** of:
 - (a) the worker in the joint working
 - (b) individuals with whom the arrangements are being made
 - (c) other people within the agencies involved in the joint working

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

AD1.2 Sustain effective working with staff in other agencies

Performance Criteria		DO	RA	EW	Q	P	WT
1	Undertake your role in the joint working in a way that is consistent with agreements made, your own job role and relevant policies and standards.						
2	Interact with people in the other agency in ways which: <ul style="list-style-type: none"> ◆ encourage effective relationships and participation ◆ respect their views, roles and responsibilities ◆ promote equality and value diversity ◆ acknowledge the value of joint working 						
3	Represent your agency's views and policies in a clear and constructive way.						
4	Identify any tensions and issues in the joint working and seek to address them with the people involved.						
5	Seek appropriate support when you are having difficulty working effectively with staff in other agencies.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

Scope for Element AD1.2

- 1 **Undertake your role in the joint working**
 - (a) providing information
 - (b) acting on information received
 - (c) time commitments
 - (d) achieving agreed objectives

Explanatory notes for Element AD1.2

In Performance Criterion 4 tensions and issues might relate to: differing views of people and agencies involved in the joint working, resourcing, levels of motivation and commitment, capabilities of those involved, difficulties in communication and information flow, the effect of change and uncertainty on people. The ways that these are addressed might be between the individuals involved or if necessary through the involvement of others.

In Performance Criterion 5 the worker might need to seek support due to their own level of knowledge and skills, or because of issues in the other agency.

F29C 04 (AD1) Develop and Sustain Effective Working with Staff from Other Agencies

To be completed by the candidate

I submit this as a complete Unit

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I certify that sufficient evidence has been produced to meet all the Elements, PCs and Knowledge of this Unit.

Assessor's name:

Assessor's signature:

Date:

Assessor/internal verifier feedback

To be completed by the internal verifier if applicable.

This section only needs to be completed if the Unit is sampled by the internal verifier.

Internal verifier's name:

Internal verifier's signature:

Date: