Overview

This standard is about developing and sustaining partnership working arrangements with other organisations. Partnership working arrangements could be internal or external, formal or informal and will have a range of purposes.
Performance criteria

You must be able to:

P1 develop positive relationships with partners
P2 communicate in a manner which promotes confidence, professionalism and trust
P3 promote and explain the services provided by your organisation
P4 ensure that partnership working practices comply with organisational policies and procedures and with any relevant legal and regulatory requirements
P5 explain the roles and responsibilities of different individuals and organisations involved in partnership working arrangements
P6 share essential information across organisational boundaries within agreed guidelines
P7 contribute to the review of the effectiveness of partnership working arrangements
P8 identify with others any gaps in provision and practice
P9 evaluate the effectiveness of the partnership to work more closely or effectively with other organisations to support gaps in provision and practice
P10 share your findings with relevant colleagues
Knowledge and understanding

You need to know and understand:

K1 effective methods of developing positive working relationships with colleagues in other organisations
K2 the nature of the sector you are working in and the different roles and responsibilities of relevant organisations
K3 the range of existing partnership working arrangements which are relevant to your work
K4 the importance of effective communication and the implications of not communicating effectively
K5 any formal and informal agreements in place with relevant organisations
K6 legal and organisational requirements in relation to anti-discriminatory practice, confidentiality and sharing of information in the context of partnership working
K7 how and why the confidentiality of information should be maintained
K8 how to manage or report conflicts and difficulties that may arise when working with other organisations
K9 how differing values and practices of individuals and organisations can affect partnership working arrangements
K10 the limits of your own responsibilities and the consequences of operating outside these limits
K11 methods to review the effectiveness of partnership working arrangements
K12 ways of working in other organisations which could affect existing and potential partnerships
K13 when colleagues need to be informed about any difficulties, problems or changes in partnership working arrangements
K14 why accurate and complete documentation is important and the possible consequences of incorrect completion
Develop and sustain partnership or collaborative working arrangements

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**Relevant occupations**  
Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer

**Suite**  
Housing

**Key words**  
Developing; sustaining; partnership; organisations