

# ASTH319 - SQA Unit Code F7CC 04

## Develop and sustain partnership or collaborative working arrangements



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### 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

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**Suite** Housing

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