

# **F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks**

## **Elements of competence**

**GB11.1 Assist individuals to contact and establish networks**

**GB11.2 Help networks to enhance their effectiveness**

## **About this Unit**

This Unit is about working with individuals and helping them to establish and maintain effective networks offering mutual support. Individuals might be adults, children and young people, and their families and carers. The networks might range from those which are loose and relatively unstructured, to more formal organisations with clear structures and objectives.

## **Target Group**

This Unit is applicable to those who contribute to establishing and running support networks.

## **Evidence Requirements for the Unit**

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

## F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks

<b>Specific Evidence Requirements for this Unit</b>
<b>Simulation:</b>
Simulation is not permitted for this Unit.
<b>The following forms of evidence ARE mandatory:</b>
<p><b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities which provide a significant amount of the Performance Criteria for most of the Elements in this Unit. For example your assessor may see you setting up or attending a meeting between yourself and other members of staff as well as other agencies to look at any proposed support networks and their relevance to the service user(s) you are working with. Or a meeting where the candidate is presenting their account of any monitoring or evaluation of the support networks which they have provided to support the service user.</p> <p><b>Reflective Account/professional discussion:</b> These will be an explanation or a description of your practice in particular situations based on current working practices. For example an account of how you arranged for the service user to take advantage of any proposed services or access to support networks. An account of how you reached a decision as to what services/networks were the most appropriate and your reasons for selecting particular options. An account of any monitoring or evaluation regarding good practice and how you kept your colleagues informed of developments. You could also include an explanation of how legislation, policies and procedures affect your practice.</p>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<p><b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which 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><b>Expert witness:</b> A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion or providing feedback on a reflective account.</p> <p>Working within the Youth Justice field 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><b>Witness testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or another key person. It is NOT appropriate to use witness testimony from any member of their family or circle of friends.</p> <p><b>Products:</b> These can be anonymised copies of any assessment forms, monitoring and evaluation tools. Copies of any approved agency forms. Where products have not been developed or compiled by the candidate you need to provide an explanation of the contribution you made to them or your reasoning for offering them to the staff or other organisations, eg brochures and publicity or marketing material.</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>

## F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks

### 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) 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 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 the Youth Justice Sector.
- ◆ ALL evidence must relate to your own work practice.

# F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks

## Knowledge Specification for this Unit

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
1 The importance of support networks to individuals, and the benefits that can accrue to participating individuals, including those acting in a carer or support role.	
2 Sources and methods for obtaining and disseminating up-to-date information regarding available support networks.	
3 The range of existing support networks relevant to your area of operations and the interest groups they serve.	
4 The range of needs which the relevant support networks meet.	
5 The different types of information which individuals may require prior to committing themselves to a support network.	
6 The different ways in which individuals may express problems with existing support networks and how they may perceive these.	
7 How individuals may grow and develop through their contact with support networks and hence develop into supporting others.	
8 Possible sources of difficulty or problems within, or outside a support network, including those which result from the involvement of yourself and/or your organisation.	
9 The possibility of conflict between support networks and your organisation and the implications of this for you and the individual.	
10 How to encourage individuals to make use of support networks whilst recognising their right to make their own choices about their involvement.	
11 Methods of evaluating support networks, both for meeting individual's needs and the longer term evaluation of that network to meet the needs of others.	
12 Strategies that are likely to promote a stable network and how they can be sustained.	
13 Methods of monitoring the performance of the network, and their relative advantages and disadvantages.	
14 Methods of addressing difficulties and conflicts within the network and between the network and other agencies and individuals.	

# F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks

## GB11.1 Assist individuals to contact and establish networks

Performance Criteria		DO	RA	EW	Q	P	WT
		1	Identify support networks available both within and outside your own organisation, relevant to your area of responsibility.				
2	Determine the range of services provided by relevant support networks, and how to access the networks.						
3	Identify those networks that might be appropriate to individuals, according to the individuals' needs, beliefs, preferences and interests.						
4	Provide colleagues and individuals with correct details regarding appropriate networks, encouraging them to assess the relevance of the support offered by the networks.						
5	Encourage and assist individuals and groups to develop their own support networks where no appropriate network exists currently.						
6	Communicate with individuals in a manner, and at a pace appropriate to them, encouraging questions and checking for understanding.						
7	Provide appropriate support to individuals towards their assessing the relevance and benefits of the network, and their making contact with possible networks, in line with your role and responsibilities.						
8	Enable individuals to make an informed decision regarding available networks, respecting their right not to join if they do not wish to.						
9	Ensure that relevant parties understand clearly your role, and its boundaries, in supporting the individual and the network.						

DO = Direct Observation  
EW = Expert Witness

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

# F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks

## GB11.2 Help networks to enhance their effectiveness

Performance Criteria		DO	RA	EW	Q	P	WT
1	Monitor and evaluate the effectiveness of support networks to which you have introduced individuals in meeting the needs of those individuals.						
2	Identify, where relevant, opportunities to enhance effectiveness within the resources available, and suggest these to those involved, in a professional and sensitive manner.						
3	Encourage existing networks to make their services known to others, making constructive and realistic suggestions as to how this might be achieved.						
4	Respond promptly and courteously to requests from networks for assistance from you and your organisation.						
5	Provide assistance to networks in line with your role, your further work demands and as agreed with the network and relevant colleagues.						
6	Explain clearly and courteously the reasons why you are not able to provide assistance, where relevant.						
7	Encourage support networks to develop and implement means of monitoring and evaluating their progress against identified aims and objectives.						
8	Assist networks to disseminate effective practice towards supporting the establishing of others.						

DO = Direct Observation  
EW = Expert Witness

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

# F9RA 04 (GB11) Assist Individuals to Establish Effective Support Networks

*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: .....