

# SfS 6 (SQA Unit Code - H4H6 04)

## Work effectively with other agencies



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### Overview

This standard is about developing and sustaining effective working relationships with staff in other agencies.

This unit includes the following activities:

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

### Target Group

This standard is designed to be applicable to most people who work in the security sector and who routinely work with people from other agencies.

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#### Performance criteria

#### Develop effective working with staff in other agencies

*You must be able to:*

- P1 understand the **roles and responsibilities** of the different people and agencies you will be working with
- P2 agree and record arrangements for joint working that are: appropriate to the nature and purpose of the work, likely to be effective in achieving their aims
- P3 agree the information that needs to be shared, the reasons for this and how to maintain the security of information
- P4 discuss and agree how and when the joint work will be monitored and reviewed

#### Sustain effective working with staff in other agencies

*You must be able to:*

- P5 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
- P6 interact with people in the other agency in ways which: encourage effective relationships and participation, respect their views, roles and responsibilities, promote equality and value diversity, acknowledge the value of joint working
- P7 represent your agency's views and policies in a clear and constructive way
- P8 identify any tensions and issues in the joint working and seek to address them with the people involved
- P9 seek appropriate support when you are having difficulty working effectively with staff in other agencies

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### Knowledge and understanding

*You need to know and understand:*

### Legal and organisational requirements

- K1 the relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do

### Develop and sustain effective working with staff in other agencies

*You need to know and understand:*

- K2 the nature and purpose of the sector
- K3 the roles and functions of the main agencies within the sector and their broad structures, methods of communication and decision making processes
- K4 how agency structure and culture can affect joint working
- K5 the principles and benefits of joint working between different agencies
- K6 the factors likely to hinder joint working (such as stereotyping, discrimination)
- K7 the reasons for reaching agreement on how joint working is to take place when different individuals become involved and in clarifying roles and responsibilities
- K8 effective methods of identifying and resolving tensions and issues
- K9 your own competence in joint working and when to seek further support
- K10 methods of reviewing the effectiveness of joint working relationships

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**Originating organisation** Skills for Security

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**Original URN**

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**FM position**

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**Relevant occupations**