

H5TW 04 (SCDHSC3115) — Process Information For Use in Decision-making

Overview

This standard identifies the requirements when you process information so that sound decisions can be taken. This includes receiving, analysing and processing information; accessing and using information to inform decisions; and following work setting procedures to record, store and share information in ways that respect the rights of individuals.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

The **individual** is the adult, child or young person you support or care for in your work.

Information may be any form of communication from and about individuals, key people and other people and organisations. Information might be about legislation or working practices which should be passed on and for which your organisation may have procedures set in place.

Key people are those who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

Scope/range related to Knowledge and Understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 30 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Process information to be used for decision-making

	Performance Criteria	Evidence Number where this criteria has been met
1	Use work setting systems and procedures to receive and retrieve information .	
2	Ensure that information is obtained in ways that are consistent with legal and work setting requirements.	
3	Record information received in accordance with legal and work setting requirements.	
4	Check the accuracy of the information.	
5	Analyse the information.	
6	Take appropriate action where information is inadequate, contradictory or ambiguous	
7	Identify any actions to be taken as a result of the information and their urgency	
8	Carry out any immediate actions required as a result of the information	
9	Follow work setting procedures to organise and prioritise the information	
10	Process the information in accordance with work setting policies and procedures.	

Use information to make decisions about actions to be taken

	Performance Criteria	Evidence Number where this criteria has been met
11	Identify sources of information you need to make decisions about actions affecting individuals, key people or others .	
12	Use reliable and up to date sources to acquire accurate, relevant and sufficient information to support decisions.	
13	Clarify the reasons for making specific decisions.	
14	Select information which is accurate, relevant and sufficient to enable reliable decisions to be made.	
15	Collate the information in ways that will facilitate its use in decision-making.	
16	Use the selected information to identify actions that should be taken.	
17	Where necessary seek additional advice and support to enable you to make informed decisions.	
18	Support your decisions with reasoned argument and appropriate evidence.	
19	Complete records and reports on the outcomes of the decisions and actions in accordance with legal and work setting requirements.	
20	Report on the decision-making process in accordance with legal and work setting requirements.	

Follow policies and procedures for recording, storing and sharing information

	Performance Criteria	Evidence Number where this criteria has been met
21	Follow legal and work setting requirements for recording and storing information and ensuring it is secure.	
22	Work in accordance with legal and work setting requirements when sharing information with others.	
23	Ensure that your records and reports are not discriminatory.	
24	Use work setting policies and procedures to challenge information and records which are found to be discriminatory.	
25	Record information so that those who access it can understand it, identify the sources of evidence, follow your analytical and decision making processes and differentiate fact from opinion.	
26	Record information so that those who are accessing it can identify what actions were taken, when they were taken and the reasons for them.	
27	Use work setting systems and procedures to record and store information so that it is available in the required format to those who have the right to access it and to no-one else.	
28	Identify how work setting systems and procedures for recording and storing information and keeping it secure could be improved.	
29	Make recommendations for improvements through the appropriate channels.	
30	Provide opportunities for individuals, key people and others to make suggestions for improvements to systems, procedures and practices for recording, storing and security of information.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 41 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	
3	Your duty to report any acts or omissions that could infringe the rights of individuals.	
4	How to deal with and challenge discrimination.	
5	The rights that individuals have to make complaints and be supported to do so.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The prime importance of the interests and wellbeing of the individual.	
12	How to build trust and rapport in a relationship.	
13	How your power and influence as a worker can impact on relationships.	
14	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
15	How to work in partnership with individuals, key people and others.	
16	How to manage ethical conflicts and dilemmas in your work.	
17	How to challenge poor practice.	
18	How and when to seek support in situations beyond your experience and expertise.	

Personal and professional development

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
19	Principles of reflective practice and why it is important.	

Communication

20	Factors that can affect communication and language skills and their development in children, young people adults.	
21	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	

Safe-guarding

22	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
23	Indicators of potential harm or abuse.	
24	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
25	What to do if you have reported concerns but no action is taken to address them.	

Handling information

26	Legal requirements, policies and procedures for the security and confidentiality of information.	
27	Legal and work setting requirements for recording information and producing reports.	
28	Principles of confidentiality and when to pass on otherwise confidential information.	

Knowledge specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
29	How and where to access information and support that can inform your practice when receiving, analysing, processing, using and storing information.	
30	How to judge the accuracy, relevance and sufficiency of information required to support decision making in different contexts.	
31	How to identify information which may be contradictory, ambiguous or inadequate and how to deal with these problems.	
32	The importance of management information to individuals, key people and organisational effectiveness.	
33	The types of qualitative and quantitative information which are essential to you, and how to identify and access these.	
34	The range of up to date sources of information and how to access these.	
35	How to identify new sources of information which may be required.	
36	How to assess the effectiveness of current methods of collecting and storing information and the procedures to follow in order to make recommendations on improvements.	
37	Validity, reliability and sufficiency of information to inform actions.	
38	The different purposes for which information may be required and the degree of detail necessary for these different purposes.	
39	How to manage sensitive information.	

Knowledge specific to this NOS (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
40	The particular issues which have to be taken into account regarding how information is transmitted and shared with other people and organisations.	
41	Recording and reporting procedures and requirements for different purposes and different audiences.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	