

Advocate on behalf of clients

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**Overview**

This standard is about advocating on behalf of clients. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by welfare professionals and others.

The standard looks at how to prepare for advocacy whilst considering the needs of clients and presenting their interests.

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### Performance criteria

You must be able to:

1. review information on requirements of clients in line with their needs
2. clarify with clients any additional information required in line with their needs
3. explain the advocacy process to clients in line with their needs
4. confirm who should be contacted to pursue the interests of clients in line with organisational boundaries
5. identify key aspects of clients' requirements to inform discussions and negotiations
6. check that people, documentation and associated materials are available for presentations in line with organisational practice
7. check oral and written presentations are clear and appropriate for the intended audience
8. present clients' interests in ways that emphasise key aspects and their affect
9. take action to resolve issues presented by other parties in line with organisational practice
10. take action to address problems identified with advocacy in line with organisational practice
11. update clients of advocacy proceedings/outcomes in line with their needs
12. assess results of advocacy in line with organisational requirements
13. comply with all relevant legal, professional and organisational requirements and guidelines in relation to advocating on behalf of clients
14. record details of advocacy in line with organisational requirements

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## Knowledge and understanding

You need to know and understand:

1. the importance of complying with relevant legal, professional and organisational requirements and guidelines relevant to your role
2. legislation, codes of practice, organisational policies and procedures in relation to job role/activities undertaken
3. how to obtain information on the requirements of clients for the advocacy process
4. different methods of communication and how to adapt them to suit the needs and preferences of clients
5. how to check relevance of information and types of information that might be necessary for the advocacy process
6. range of services and agencies which can provide additional support for clients during the advocacy process
7. how to isolate key aspects of clients' requirements in relation to the advocacy process
8. types of discussions and debates which could occur during the advocacy process
9. how decisions are agreed between parties and results of similar previous advocacy
10. the importance of using and maintaining systems throughout the advocacy process
11. what and who should be available at different stages of presentations
12. what information is required for advocacy and who requires it
13. what key information should be included and emphasised in presentations, and how it should be presented,
14. the importance of checking for errors or problems, types of errors or problems that could emerge, how they have been resolved previously and why it is important to address them
15. the importance of updating clients on proceedings and outcomes
16. recording requirements of your organisation, including how to store recorded information securely

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**Suite** Advice and Guidance

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