
Overview

This standard is for career development practitioners.

This standard is about how to support individuals to access referral opportunities and how to ensure that referrals have a positive impact on their career development.

Performance criteria

You must be able to:

1. recommend referrals to individuals which best meet their needs and for which they are eligible
2. help individuals define their expectations of referral opportunities
3. ensure individuals have sufficient information and time for reflection when committing to referrals
4. support individuals to follow up suitable referral opportunities
5. establish effective partnerships with others to optimise referral opportunities and channels for handover feedback
6. recognise and respect the roles and responsibilities of others in the referral process
7. seek feedback from individuals and, where appropriate, others on referrals made
8. record and follow up referrals in line with organisational requirements
9. evaluate the impact of referrals and plan improvements as required
10. act in ways that adhere to the ethical practice required within your organisation or profession
11. challenge any prejudice, use of stereotypes, discrimination and unethical or oppressive behaviour
12. encourage individual autonomy in the career development process
13. promote inclusivity, diversity and equality of opportunity
14. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
15. demonstrate understanding of legal requirements, local procedures and own accountability for safeguarding young people and vulnerable adults

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. barriers that individuals may face for which they may need specialist support
3. appropriate sources of specialist support within and outside the organisation to meet the specific needs of individuals
4. relevant local, regional, national and international organisations within the public, private and voluntary sectors that it may be appropriate to refer individuals to
5. eligibility criteria and decision-making processes of the individuals and organisations you are referring individuals to
6. when it is appropriate to share information with others
7. how to identify the nature and level of support individuals require from the services to which you are referring them
8. ways to approach individuals about referral needs whilst respecting their values, rights and privacy
9. how to empower individuals to enable them to access services from other individuals or organisations
10. how to analyse and reflect on referral activities using participants' feedback and recorded outcomes.
11. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
12. how to encourage individuals' ownership of the career development process
13. the boundaries and limits of own professional expertise
14. the boundaries of confidentiality, when it is appropriate to disclose confidential information to others and the processes required
15. measures to safeguard young people and vulnerable adults

Enable individuals to access referral opportunities

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Relevant Occupations Careers Advisers and Vocational Guidance Specialists; Customer Service Occupations; Education and training; Executive Coach; Functional Managers; Helpline Workers; HR Staff; Learning Mentor; Managers and leaders with responsibility for interagency working; Personnel, training and industrial relations managers ; Professional Occupations; Research Professionals; Teaching Professionals

Suite Career Development

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