

Support clients to review action plans

Overview

This standard is about assisting clients through advice and guidance to review their achievement of action plans. 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.

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Performance criteria

You must be able to:

1. provide opportunities for clients to review the progress and achievements of the course of action
2. confirm the course of action that was taken in ways that meet the needs of clients
3. review the key objectives and stages of the course of action with the client
4. agree with clients the objectives that have been achieved and those that have not
5. review the suitability of methods used by clients to implement the course of action in line with recognised good practice
6. identify issues faced during the implementation of the course of action
7. provide suitable opportunities for clients to obtain feedback on progress
8. comply with all relevant legal, professional and organisational requirements and guidelines in relation to assisting clients to reviewing achievement of action plans
9. record interactions in accordance 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. different methods of communication and how to adapt them to suit the needs and preferences of the clients
4. relevant models of good practice for assisting clients to review their achievements
5. procedures for reviewing progress, including how often progress and achievements should be reviewed
6. how to establish the course of action that was undertaken
7. how to review key objectives and stages
8. how to identify the achievements
9. what the indications are that objectives have not been achieved
10. methods used for implementing different courses of action
11. why different methods might be suitable for clients and what types of problems can be encountered by clients using different methods
12. how to assess the effectiveness of different methods
13. types of issues that could occur, actions to take to address them and implications of not addressing them
14. how to obtain information on requirements for reviewing action plans
15. what types of feedback should be provided
16. recording requirements of your organisation, including how to store recorded information securely

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