

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups



---

#### Overview

This standard identifies the requirements associated with safeguarding and protection which must permeate your work with people from vulnerable groups. These groups include:

- 1 Children and young people
- 2 Other vulnerable individuals

#### **There are four elements**

- 1 Help to safeguard and protect vulnerable people from harm or abuse
- 2 Help vulnerable people feel safe and valued
- 3 Support the rights, inclusion and wellbeing of vulnerable people
- 4 Help vulnerable people to keep safe

The standard addresses the need to establish your understanding about safeguarding and protection, and what you must do in cases of actual or potential harm or abuse. The requirements include implementing practice that helps vulnerable people feel safe and valued, supporting rights and inclusion and developing vulnerable people's awareness of personal safety.

#### **Target group**

This standard is intended for individuals who are responsible for the safeguarding of vulnerable people.

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups

---

#### Performance criteria

#### Help to safeguard and protect vulnerable people from harm or abuse

- You must be able to:*
- P1 access information about harm, abuse, safeguarding and protection
  - P2 recognise actions, behaviours and situations that may lead to harm or abuse
  - P3 recognise signs that may indicate a vulnerable person has been, or is in danger of being harmed or abused
  - P4 follow organisational procedures for report concerns about the welfare of a vulnerable person and any actions, behaviours or situations that may lead to harm or abuse following organisational procedures
  - P5 record any changes, events or occurrences that cause concern in line with organisational requirements
  - P6 use supervision and support to help you manage your reactions to suspected or disclosed harm or abuse

#### Help vulnerable people feel safe and valued

- You must be able to:*
- P7 use vulnerable people's preferred communication methods and language
  - P8 work with vulnerable and key people to develop trust
  - P9 engage with vulnerable and key people to help them feel able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution
  - P10 recognise and acknowledge the background and preferences of vulnerable people
  - P11 maintain confidentiality in your work, within the boundaries of your role and the safeguarding and protection of vulnerable people

#### Support the rights, inclusion and wellbeing of vulnerable people

- You must be able to:*
- P12 provide information to vulnerable and key people about their rights and responsibilities, taking into account their age and level of understanding
  - P13 work with vulnerable and key people to acknowledge and protect their dignity, privacy, beliefs, preferences, culture, values and rights
  - P14 promote equality and inclusion
  - P15 challenge the behaviour and actions of others that are discriminatory
  - P16 work with vulnerable people to support and promote their confidence, self esteem and participation
  - P17 support vulnerable people to communicate their views and preferences

#### Help vulnerable people to keep safe

- You must be able to:*
- P18 work with vulnerable people to develop their awareness of personal safety, taking into account their age and level of understanding
  - P19 work with vulnerable people to help them understand bullying and

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups

---

actions to take if it occurs, taking into account their age and level of understanding

- P20 work with vulnerable people to help them recognise when behaviour towards them of any other person is inappropriate or unacceptable, taking into account their age and level of understanding
- P21 support vulnerable and key people to express concerns or make complaints, taking into account their age and level of understanding

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups

---

#### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 work setting requirements on equality, diversity, discrimination and rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct vulnerable people's rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that vulnerable people have to make complaints and be supported to do so

#### Your practice

*You need to know and understand:*

- K6 codes of practice, standards, frameworks and guidance relevant to your work, safeguarding and protection
- K7 the main items of legislation that relate to safeguarding and protection within your work role
- K8 how your background, experiences and beliefs may affect the way you work
- K9 your roles and responsibilities with their limits and boundaries
- K10 the roles and responsibilities of other people with whom you work
- K11 how to find out about procedures and agreed ways of working in your work setting
- K12 how to make sure you follow procedures and agreed ways of working
- K13 the meaning of person centred working and the importance of knowing and respecting all vulnerable people as individuals
- K14 the prime importance of the interests and well-being of vulnerable people
- K15 vulnerable people's cultural and language context
- K16 how to work in ways that build trust with vulnerable people
- K17 how to work in ways that support the participation of vulnerable people
- K18 how to work in ways that respect vulnerable people's dignity, personal beliefs and preferences
- K19 how to work in partnership with people
- K20 what you should do when there are conflicts and dilemmas in your work
- K21 how and when you should seek support in situations beyond your experience and expertise
- K22 sources of help and support for yourself in addressing the emotional consequences to you of cases involving abuse of vulnerable people

#### Theory for practice

*You need to know and understand:*

- K23 the factors that may affect the health, wellbeing and development of vulnerable people and how these affect vulnerable people in different ways
- K24 factors that promote the health, wellbeing and development of vulnerable

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups

---

people

K25 the main stages of child development and learning

#### Communication

*You need to know and understand:*

K26 the importance of effective communication in the work setting

K27 factors that can have a positive or negative effect on communication and language skills and their development in vulnerable people

K28 ways to support vulnerable people to express their needs, views and preferences

K29 how to recognise what someone is saying by using and interpreting all available indicators

K30 how to check understanding with an individual who may have difficulty in expressing themselves

#### Safeguarding and protection

*You need to know and understand:*

K31 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices

K32 types of harm and abuse including the types of direct and indirect sexual violence that may affect vulnerable people

K33 indicators of potential harm or abuse and how this may be expressed by a vulnerable person

K34 factors and situations that may make someone more vulnerable to harm or abuse

K35 common features of perpetrator behaviour

K36 correct actions to take if harm or abuse is suspected, disclosed or alleged

K37 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties

K38 what to do if you have reported concerns but no action is taken to address them

K39 local, national, single and multi-agency systems and procedures that relate to safeguarding and protection from harm and abuse

K40 how to protect yourself and others from harm and abuse when in a work setting or working alone

K41 the actions you must take and those you must avoid in order to protect the integrity of evidence relating to possible harm or abuse

K42 how to achieve a balance between the support and the safeguarding of the vulnerable person

#### Handling information

*You need to know and understand:*

K43 legal requirements, policies and procedures for the security and confidentiality of information

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups

---

- K44 work setting requirements for recording information and producing reports including the use of electronic communication
- K45 what confidentiality means
- K46 how to maintain confidentiality in your work
- K47 when and how to pass on information

#### **Supporting the safeguarding of vulnerable people**

*You need to know and understand:*

- K48 various definitions, including legal, of children, young people and other vulnerable individuals
- K49 types of vulnerability and how this should be assessed and catered for within your work
- K50 needs and demands of different physical, intellectual and sensory needs
- K51 the transitions that vulnerable people may go through
- K52 the consequences that repeat victimisation will have on the victim

## SFJ AG5 - SQA Unit Code HA5C 04

### Support the safeguarding and protection of people from vulnerable groups

---

#### Additional Information

##### Glossary

##### Safeguarding / protection

Protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific people who are suffering, or are likely to suffer, significant harm.

Safeguarding has a wider remit and includes protection from maltreatment, preventing impairment of health or development, supporting the provision of safe and effective care, and enabling people to have optimum life chances.

##### Links to other NOS

This standard is based upon Skills for Care and Development's 'SCDCCLD0202 Support the safeguarding of children' standard.

## SFJ AG5 - SQA Unit Code HA5C 04

Support the safeguarding and protection of people from vulnerable groups

---

**Developed by** Skills for Justice

---

**Version number** 1

---

**Date approved** January 2013

---

**Indicative review date** January 2018

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Skills for Justice

---

**Original URN** SFJ AG5

---

**Relevant occupations** Independent Sexual Violence Advisor (ISVA); Independent Sexual Violence Advocate; Crisis Worker; Refuge Worker

---

**Suite** Providing independent sexual violence advice & advocacy

---

**Key words** Support; safeguard; protection; safeguarding; protect; children; child; young people; young person; vulnerable individual; vulnerable person; vulnerable people; vulnerable group