
Overview

This standard is about operating within advice networks. 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 maintaining memberships within networks and what to consider when exchanging information with others within networks.

**Performance
criteria**

- You must be able to:
- 1 identify networks that could be used to the benefit of services
 - 2 confirm that networks meet your own and services' criteria for participation
 - 3 maintain personal contacts within networks to maximise effective co-operation
 - 4 take action to address any problems identified with networks in line with organisational requirements
 - 5 identify appropriate people who you can exchange information with in line with organisational boundaries
 - 6 check that information exchanged is accurate and suitable to the purpose for which it is required
 - 7 confirm that people are clearly briefed on the exchange of information in line with organisational boundaries
 - 8 agree realistic timescales for exchanging information in line with organisational requirements
 - 9 provide suitable feedback on the contribution of networks to the work of services
 - 10 comply with all relevant legal, professional and organisational requirements and guidelines in relation to operating within networks
 - 11 record information that has been exchanged in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- 1 the importance of complying with relevant legal, professional and organisational requirements and guidelines
- 2 legislation, codes of practice, organisational policies and procedures in relation to job role/activities undertaken
- 3 communication and the adaptation of communication styles to suit the needs of others
- 4 what types of network exist, have been used before and the organisational criteria for participating in networks
- 5 how to obtain information on requirements
- 6 how to check your contributions to networks are constructive and effective
- 7 how much time should be devoted to networks and how to ensure time is used well
- 8 how to be constructive when communicating with others
- 9 levels of involvement when operating within networks
- 10 conflicts of interest that could occur and what to do if they do occur
- 11 how to reciprocate with others
- 12 problems that could occur and actions to take to address them
- 13 why it is important to address problems and implications of not addressing them
- 14 who can provide information within networks and what information is required
- 15 what information is used for and how to assess the accuracy of information
- 16 who should know about exchanges of information and the organisational timescales for doing this
- 17 how feedback has improved the use of networks
- 18 recording requirements of your organisation, including how to store recorded information securely

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