

## Negotiate and maintain service agreements

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### Overview

This standard is about negotiating and maintaining service agreements with other relevant parties. 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 covers what needs to be considered when negotiating service agreements and how to monitor and evaluate agreements.

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### Performance criteria

You must be able to:

1. identify appropriate parties and organisations on the basis of service policy
2. confirm that both parties provide accurate and complete information in line with organisational requirements
3. confirm that both parties receive accurate and complete information in line with receiving organisation requirements
4. conduct negotiations in line with organisational and receiving organisation requirements
5. explore service options available to meet the needs of clients
6. discuss requirements with clients in ways that meet their needs
7. select the preferred service options to meet the needs of clients
8. draw up service agreements in line with organisational requirements
9. obtain necessary approvals in line with organisational requirements
10. evaluate service agreements to ensure their effectiveness
11. provide feedback on the effectiveness of service agreements to other parties
12. seek feedback on the effectiveness of service agreements from other parties
13. identify problems relating to service agreements in line with organisational requirements
14. take action to resolve identified problems in line with organisational procedures and in line with the terms of service agreements
15. comply with all relevant legal, professional, and organisational requirements and guidelines in relation to negotiating and maintaining service agreements
16. record necessary approvals 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
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. appropriate other parties with whom agreements have to be reached
5. your role and responsibilities and that of others
6. how to introduce, promote and negotiate service agreements with other parties
7. methods of liaising with other parties during negotiation of service agreements
8. nature of the service provided to the end user
9. methods of monitoring and evaluating the effectiveness of service agreements
10. methods of analysing information
11. purpose, scope, methods and types of feedback
12. actions to take to resolve problems
13. recording requirements of your organisation, including how to store recorded information securely

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