

### **About this Unit**

This standard covers the functions of developing, sustaining and evaluating collaborative working processes and relationships with other organisations. It includes the identification of the organisations to be involved, the development of action plans to support collaborative working and the initiation and continuing support of the process. It also includes the evaluation of the efficiency and effectiveness of the process and recommendations for change as required.

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this standard are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this standard is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, your assessor may observe you initiate collaborative working and establish appropriate structures and working arrangements with other organisations.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, your assessor may ask you to explain, using an example from practice, how you explore and evaluate potential areas of conflict which may adversely affect collaborative working relationships.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**FP9W 04 (GEN27) Develop, sustain and evaluate collaborative working with other organisations**

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The legislation and national and/or local policy and guidelines which could affect collaborative working between organisations.	
2 The clinical and corporate governance framework.	
3 The national and/or local policy and guidelines for individuals’ records, their storage and confidentiality of information.	
4 Strategic and operational plans for the relevant services and organisations.	
5 The sources, availability and constraints on funding for the relevant services.	
6 The services to be included in collaborative working including service delivery models, the needs of the individuals and planned service improvements.	
7 The specific issues to be addressed through collaborative working.	
8 The range of different organisations with which it would be feasible and beneficial to develop collaborative working arrangements.	
9 The range of models and approaches to collaborative working available to your service.	
10 The advantages and disadvantages of collaborative working and how to demonstrative these to partner organisations.	
11 The impact that collaborative working may have on your own organisation and the degree to which it is consistent with the organisation’s strategy and direction.	
12 Effective approaches to the promotion of the benefits of collaborative working in your own and partner organisations.	

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Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Ensure that the right of individuals to choose is given sufficient priority in the collaborative working process and there is a shared understanding of individual's choice across all the organisations involved.					
2	Identify the range of services to be included in the collaborative working process and the relevant organisations to be involved.							
3	Identify the specific service and governance issues to be addressed through collaborative working.							
4	Identify and appraise potential options for collaborative working and ensure any possible advantageous relationships are fully developed.							
5	Initiate the collaborative working process and establish appropriate structures and working arrangements.							
6	Explore and evaluate potential areas of conflict which may adversely affect collaborative working relationships and respond appropriately.							
7	Agree arrangements and action plans to support collaborative working including the essential details of the action to be taken, the milestones, the individuals responsible and the boundaries of their roles ensuring these are recorded fully and formally confirmed by all parties.							
8	Identify the range of information to be shared with those involved in collaboration so as to facilitate collaborative working whilst maintaining the required level of confidentiality.							
9	Offer appropriate support to facilitate collaborative working consistent with your role.							

DO = Direct Observation  
 EW = Expert Witness  
 PD = Professional Discussion

RA = Reflective Account  
 P = Product (Work)

Q = Questions  
 WT = Witness Testimony

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....