

## SCDHSC0421

### Promote employment, training and education opportunities for individuals



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#### Overview

This standard identifies the requirement when promoting employment, training and education opportunities for individuals. This includes raising awareness of the value of employment, training and education for individuals, negotiating employment, training and education opportunities and securing specific agreements.

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### Performance criteria

#### **Raise awareness of the value of employment, training and education for individuals**

*You must be able to:*

- P1 identify **people and organisations** who may have an interest in providing employment, training and education for **individuals**
- P2 communicate appropriately with people and organisations to establish their interest in the value of employment, training and education for individuals
- P3 present information to people and organisations about the relationship and benefits that employment, training and education opportunities can bring to individuals
- P4 present information to people and organisations regarding the impact of discrimination, oppression and social exclusion on individuals
- P5 encourage people and organisations to understand appropriate ways of offering employment, training and education opportunities to individuals
- P6 give people the opportunity to ask questions and confirm their understanding of the information provided
- P7 seek further support and advice in areas that are outside your expertise to deal with
- P8 refer people and organisations who need information and advice that is outside your expertise to provide to other appropriate sources
- P9 challenge constructively any attitudes and behaviour which are ill informed, misguided, abusive or discriminatory
- P10 encourage people and organisations to become champions to raise awareness in the provision of employment, training and education opportunities for individuals

#### **Negotiate employment, training and education opportunities**

*You must be able to:*

- P11 clearly explain your role and responsibilities to people and organisations who can provide employment, training and education opportunities
- P12 encourage people and organisations to consider their capacity to offer individuals employment, training and education
- P13 encourage people and organisations to consider any reasonable adjustments that they could make to enable them to offer employment, training and education opportunities to individuals
- P14 examine with those involved the potential challenges, rewards and any resources which will be required
- P15 evaluate the willingness and capacity of people and organisations to

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provide employment, training and education opportunities for individuals

- P16 with people and organisations who are willing to offer employment, training and education opportunities, confirm their agreement to do so

#### **Agree employment, training and education opportunities for individuals**

*You must be able to:*

- P17 discuss with the providers the specific type of employment, training and education opportunities they can offer, the number of places available and any reasonable restrictions on who may take up the opportunities
- P18 discuss any adjustments, including those that are legally required, that providers may need to make
- P19 negotiate agreement on who will make the adjustments and how they will be resourced
- P20 examine with people and organisations any issues which may affect contracts of employment or agreements for training and education opportunities
- P21 confirm all agreements in writing
- P22 take appropriate actions to enable the employment, training and education opportunities to be accessed
- P23 complete records and reports on processes and outcomes, within confidentiality agreements and according to legal and work setting requirements

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### Knowledge and understanding

#### Rights

*You need to know and understand:*

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so
- K6 conflicts and dilemmas that may arise in relation to rights and how to address them

#### Your practice

*You need to know and understand:*

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K13 the prime importance of the interests and well-being of the individual
- K14 the individual's cultural and language context
- K15 how to build trust and rapport in a relationship
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with individuals, key people and others
- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice

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- K21 how and when to seek support in situations beyond your experience and expertise

### Theory

*You need to know and understand:*

- K22 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K23 theories underpinning our understanding of human development and factors that affect it

### Personal and professional development

*You need to know and understand:*

- K24 principles of reflective practice and why it is important
- K25 your role in developing the professional knowledge and practice of others
- K26 how to promote evidence based practice

### Communication

*You need to know and understand:*

- K27 factors that can affect communication and language skills and their development in children, young people adults
- K28 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

### Health and Safety

*You need to know and understand:*

- K29 legal and statutory requirements for health and safety
- K30 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K31 practices for the prevention and control of infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K32 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K33 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K34 indicators of potential harm or abuse
- K35 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K36 what to do if you have reported concerns but no action is taken to address them

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- K37 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

### Multi-disciplinary working

*You need to know and understand:*

- K38 the purpose of working with other professionals and agencies
- K39 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

### Handling information

*You need to know and understand:*

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where electronic communications can and should be used for communicating, recording and reporting

### Leading practice

*You need to know and understand:*

- K45 theories about leadership
- K46 standards of practice, service standards and guidance relating to the work setting
- K47 national and local initiatives to promote the well-being of individuals
- K48 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K49 methods of supporting others to work with and support individuals, key people and others
- K50 how to contribute to the development of systems, practices, policies and procedures
- K51 techniques for problem solving and innovative thinking

### Risk management

*You need to know and understand:*

- K52 principles of risk assessment and risk management
- K53 principles of positive risk-taking

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### Specific to this NOS

*You need to know and understand:*

- K54 the importance of employment, training and education as a factor in promoting the needs of individuals and ways of maximising individuals' employability through training and education
- K55 theories, principles and practice into the relationship between employment, training and education and the benefits to the well-being of individuals
- K56 evidence based practice in promoting employment, training and education opportunities for those individuals' needs and how to apply this evidence to your own work
- K57 methods of presenting information and encouraging interest in and about the role of employment, training and education in meeting individuals' needs and promoting well-being
- K58 the particular difficulties that individuals may face in seeking employment, training and education opportunities
- K59 national and local schemes and agencies (statutory, independent and third sector) which are involved in providing, promoting or creating employment, training and education opportunities, for whom they are designed and how to access them
- K60 the range of local employment, training and education opportunities, the forms these take, who may be eligible and how to access them
- K61 the potential concerns which people and organisations may have regarding offering opportunities for individuals, why it is important to acknowledge their concerns and how to offer information to help them make informed decisions
- K62 how to gauge the level of interest and ability of people and organisations who may offer employment, training and educational opportunities to individuals
- K63 the options for promoting employment, training and education and which are the most appropriate options for the people and organisations concerned

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### Additional Information

#### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS apply; they are not to be regarded as range statements required for achievement of NOS

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

The **individual** is the adult, child or young person you support or care for in your work

**People and organisations** are those who are suitable and able to provide employment, training and education opportunities and may include general and specialist providers of education; providers of training; coaches; work placement providers



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#### Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS

**All knowledge statements must be applied in the context of this standard.**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; family circumstances; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

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#### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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