

In your reflective activity, you should have covered all of these points:

- These actions meet the standards expected of a social service worker.
- You communicate in an appropriate, open, accurate and straightforward way. You are reliable and dependable.
- You know it is essential for social service workers to honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why to people who use services.
- You are aware that you should tell your employer, or an appropriate authority, when a colleague's fitness to practise may be impaired.
- You enable people who use services to make complaints. You take complaints seriously and either respond to them, or pass them to the appropriate person.
- You respect the views and wishes of people who use services.
- You recognise that you remain responsible for work that you have delegated to others.
- You listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve your practice.
- You know the importance of maintaining clear, accurate and up-to-date records in line with procedures relating to your work.
- While it was not necessary this time, you know that you should always ask for assistance if you don't feel well enough prepared to deal with a matter at work, or are unsure of how to proceed.
- It is important to you to continually develop your own practice through reflection and learning. You have up-to-date knowledge of the SSSC Codes of Practice.