

ASTH224

Help develop customers to contribute to decision making



Overview

This standard is about assisting tenants and residents to develop their skills in order to be able to contribute to decision making in tenant/resident groups as well as board members in wider housing governance groups.

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Performance criteria

- You must be able to:*
- P1 obtain customers' views about what they need to enable them to participate
 - P2 encourage customers to ask questions and clarify points
 - P3 identify customer needs based on all the available information
 - P4 agree needs with customers
 - P5 keep an accurate record of customers' needs
 - P6 identify opportunities which meet the needs of customers
 - P7 obtain customers' views about opportunities
 - P8 take the appropriate action to implement opportunities for customers
 - P9 check and discuss progress with customers at the appropriate time
 - P10 review the opportunities and use this to improve future practice

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Knowledge and understanding

You need to know and understand:

- K1 how to identify customer needs
- K2 how to communicate and work effectively with customers
- K3 barriers to communication and how these can be minimised
- K4 interviewing and questioning techniques with individuals and groups
- K5 equal opportunities and non-discriminatory practice
- K6 organisational and legal requirements
- K7 the impact of social exclusion, discrimination and disadvantage
- K8 your role in relation to helping to develop customers and the role of others
- K9 development opportunities available to customers
- K10 resources available
- K11 how to identify the appropriate times for customers to participate and contribute
- K12 how to evaluate the provision of opportunities

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