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**Overview**

This standard is about providing second-tier support to other services, organisations or individuals. It includes advice that may be provided by specialist agencies.

**There are three elements**

- 1 Establish support needs of other organisations and advisers
- 2 Respond to support needs of other organisations and advisers
- 3 Review the effectiveness of service provision with colleagues and other organisations and advisers

## SFJIA3

### Provide second-tier support to others

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#### Performance criteria

#### **Establish the support needs of other organisations and advisers**

- You must be able to:
- P1 establish the support needs of organisations or other advisers
  - P2 explain the support you can offer within scope of the service and any potential costs
  - P3 manage expectations of organisations or other advisers in line with organisational requirements
  - P4 agree with relevant individuals potential conflicts of interest and act accordingly
  - P5 record details and agreed actions in line with organisational requirements

#### **Respond to the support needs of other organisations and advisers**

- You must be able to:
- P6 provide organisations and advisers with information and advice they need in formats that meet their needs
  - P7 check with organisations and other advisers that support offered meets their needs, and:
    - P7.1 revise provision if necessary
  - P8 agree any further services required by organisations and other advisers in line with organisational requirements

#### **Review the effectiveness of service provision with colleagues and other organisations and advisers**

- You must be able to:
- P9 gather information from colleagues, organisations and other advisers on the quality and effectiveness of services you have provided
  - P10 evaluate feedback on service provision
  - P11 change service provision in light of evaluation recommendations

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#### Knowledge and understanding

You need to know and understand:

- K1 different kinds of support that you and your organisation can offer to potential users
- K2 why it is important to explain support you can offer to users, including any fees involved
- K3 the relevant national, local, professional and organisational requirements relating to:
  - K3.1 equal opportunities
  - K3.2 discrimination
  - K3.3 health and safety
  - K3.4 security
  - K3.5 confidentiality
  - K3.6 data protection
  - K3.7 conflicts of interest
- K4 the importance of complying with national, local, professional and organisational requirements
- K5 organisational procedures for recording and storing information
- K6 different formats used to provide information and advice, and:
  - K6.1 when to use them
- K7 the importance of checking whether support offered meets requirements
- K8 ways of checking whether support offered meets requirements
- K9 different kinds of information required to inform the review process
- K10 ways of gathering information for the review process
- K11 why it is important to involve service users in review processes
- K12 how to implement changes to the service provided

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#### Additional Information

##### Skills

The skills you will need to enable you to deliver the service effectively are:

- 1 questioning
- 2 active listening
- 3 analytical
- 4 decision making
- 5 problem solving
- 6 evaluating
- 7 presenting information orally and in written form
- 8 recording and storing information

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	2
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<b>Date approved</b>	November 2013
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<b>Indicative review date</b>	November 2018
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Skills for Justice
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<b>Original URN</b>	SFJ IA3
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<b>Relevant occupations</b>	Legal Advisers; Legal Associate Professionals
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<b>Suite</b>	Legal Advice
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<b>Key words</b>	Establish requirements; support individuals; agencies; respond to needs;
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