

SFJ IC10

Assist clients to decide on a course of action



Overview

This standard is about working with clients to find out their requirements and to identify options available to them. You will work with clients either face to face or remotely to establish and clarify requirements. You will also provide clients with information about the options available and help them to plan a course of action.

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Performance criteria

Assist clients to clarify their requirements

You must be able to:

- P1 explain your organisation's policy on record keeping and confidentiality
- P2 assist clients to explore and identify their requirements and their ideas for achieving them
- P3 confirm your understanding of the clients' requirements
- P4 identify and agree requirements that cannot be met and facilitate access to additional or alternative sources of support
- P5 assist clients to establish priorities for achieving their requirements
- P6 comply with relevant legislation, codes of practice, guidelines, and ethical requirements in relation to assisting clients to clarify their requirements

Identify a range of options for achieving the requirements of clients

You must be able to:

- P7 review clients' requirements to identify the key issues
- P8 identify any unrealistic requirements and identify possible modifications to them
- P9 identify a suitable range of options for achieving clients' requirements
- P10 provide clear information to the client on options and their key features
- P11 outline potential consequences, advantages, and disadvantages of options to clients
- P12 check clients' understanding of options
- P13 support clients to identify any further requirements

Enable clients to select a course of action

You must be able to:

- P14 explore clients' views about options to achieve their requirements
- P15 assist clients to interpret the information provided
- P16 support clients to consider relevant information and to evaluate the implications of any decision
- P17 assist clients to reach a decision on the most appropriate course of action for their requirements and personal circumstances
- P18 support clients to review their decision-making process and their reasons for selecting the course of action
- P19 identify any problems with the chosen course of action and take appropriate action to address them
- P20 agree with clients any further activities that are necessary to meet their requirements
- P21 record summaries of the course of action using the appropriate systems

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Knowledge and understanding

You need to know and understand:

- K1 the organisation's policies that are relevant to clients
- K2 how to summarise the organisation's policies
- K3 what type of environment is appropriate to different clients
- K4 the situations that might make different clients feel uncomfortable
- K5 the relevant models of good practice for assisting clients to clarify their requirements
- K6 the types of requirements explored with clients
- K7 why it is important to confirm requirements with clients
- K8 the other sources of support that could help the clients
- K9 how to help clients establish priorities
- K10 the relevant national, local, professional, and organisational requirements relating to
 - K10.1 equal opportunities
 - K10.2 discrimination
 - K10.3 health and safety
 - K10.4 security
 - K10.5 confidentiality
 - K10.6 data protection
- K11 why it is important to comply with different requirements
- K12 the consequences of not complying with different requirements
- K13 how to obtain information on requirements
- K14 how to review clients' requirements
- K15 how requirements can be modified to make them more realistic
- K16 the range of options that are available
- K17 how different options might be suitable for different clients
- K18 types of information that should be provided for different clients
- K19 key features of options
- K20 consequences, advantages, and disadvantages of different options
- K21 how to present options to clients
- K22 how to check clients' understanding of the options
- K23 other types of requirements that might emerge
- K24 how different clients are likely to receive the options
- K25 how to explore options with different clients
- K26 the type of assistance that might be required for clients to interpret information provided
- K27 the types of information that should be considered by clients
- K28 the potential implications of different decisions
- K29 how to assist clients to reach decisions
- K30 how to match the options to clients' particular circumstances
- K31 the decision-making processes that clients use

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- K32 the types of problems that could occur
- K33 the actions that can be taken to address problems
- K34 why it is important to address problems
- K35 the implications of not addressing problems
- K36 the systems for recording summaries of a course of action
- K37 why it is important to use recording systems
- K38 the procedures relating to the use of recording systems

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Glossary

Client

The person you are working with or on behalf of. Depending on the organisation and nature of your job role this may include one or more of the following:

- 1 external clients or customers
- 2 internal colleagues

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