

449

## REPRESENT ONE'S OWN AGENCY AT OTHER AGENCIES' MEETINGS

### Unit overview

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#### Elements of competence

- 449a Obtain information from other agencies' meetings
- 449b Make contributions to other agencies' meetings

#### About this unit

This unit focuses on the worker representing their agency at other agencies' meetings through obtaining information and making contributions. The purpose of attending the meetings may be to obtain information; to ensure that the views of one's own agency and those with whom the agency works are taken into account; or to gather information for use in one's own agency, now or later. The worker and their agency may have been invited to attend or they may have proactively sought involvement at the meetings.

#### Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Relevant people:** people within the worker's agency; other agencies involved in the meeting.

**Tensions and areas of conflict:** factual errors; omissions; discriminatory language and content; doubts about the authenticity of information.

**Information on:** the outcomes of the meeting; the nature and process of the meeting; requirements for further work; implications for other work; critical comment and positive feedback.

## **449                    REPRESENT ONE'S OWN AGENCY AT OTHER AGENCIES' MEETINGS**

449a                    Obtain information from other agencies' meetings

### **Performance criteria**

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You need to show that:

- 1     You clarify the nature and purpose of meetings and when they are scheduled to take place
- 2     You confirm with other relevant people the purpose of their attending the meetings and the information which their own agency hopes to obtain
- 3     You encourage them to prioritise their attendance at meetings within their overall workload and the priority which the agency gives to their attendance
- 4     You identify relevant information during the process of the meeting and record it accurately, legibly and completely
- 5     You confirm the information offered with the people concerned and reflect it back to them for correct interpretation
- 6     You find out further information relevant to their own agency through networking with others who attend the meeting
- 7     You identify any tensions and areas of conflict with others and seek to address them constructively
- 8     You provide accurate, legible and complete written information to relevant people in their own agency following the meeting

## **449                    REPRESENT ONE'S OWN AGENCY AT OTHER AGENCIES' MEETINGS**

449b                    Make contributions to other agencies' meetings

### **Performance criteria**

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You need to show that:

- 1     You identify and discuss the issues which may be raised at meetings with relevant people in their own agency prior to the meeting
- 2     You prepare for the meeting to a sufficient level for effective participation
- 3     You present required information clearly, accurately and succinctly and in a manner which is consistent with the formality and nature of the meeting
- 4     You present yourself and interact with others in a manner which promotes the work of the agency and is consistent with the promotion of individuals' rights
- 5     You make timely and appropriate interventions which challenge others when they misinterpret information or are discriminating unfairly
- 6     You seek advice and support from an appropriate person if difficulties arise
- 7     You acknowledge the rights of others to hold alternative views even if they are in disagreement with the worker's and/or their agency's perspective
- 8     You make constructive comments on the contributions and views of others
- 9     You explain clearly and accurately the nature of, and rationale for, your agency's policies and practices when these are questioned
- 10    You complete records accurately and clearly and store them according to agency requirements
- 11    You feed back to relevant others in their own agency, information on the meeting and identify any further action to be taken

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### **Knowledge specification for the whole of this unit**

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Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

#### **Values**

- 1 How you have applied the principles of equality, diversity and anti-discriminatory practice to your work

#### **Legislation and organisational policy and procedures**

- 2 The specific legislation, guidelines of good practice, charters and service standards which relate to the work being undertaken and the impact of this on the work.
- 3 The nature of the sector, the nature, roles and functions of the principal agencies within the sector and their structures, functions, methods of communication and decision making processes; how one's own work and work role interacts with others in related agencies and the benefits of working collaboratively - across agencies and across disciplines; how teams and collaborative work evolve over time and the impact of this on relationships and effective working
- 4 The ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies

#### **Theory and practice**

- 5 The functions, procedures (eg administration and etiquette) and resources of different meetings; possible meeting outcomes and methods of preparing for these; the different forms of report which are required for different meetings and the importance of effective preparation; how to present one's own case at meetings even when this may not be high on others' agenda; ways of prioritising the key points for presentation at meetings and making sure that they are heard; the value of networking informally around meetings (ie being present when the main work of the meeting is not underway)
- 6 Three ways of identifying and addressing problems with information
- 7 The nature, extent and boundaries of your work role and its relationship to others
- 8 You have evaluated your own competence, determined when further support and expertise are needed and the measures taken to improve your own competence in this area of work

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### Evidence requirements for this unit

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- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria and ALL the knowledge specifications.
- All evidence should relate to real work activities.
- Direct observation by your assessor and/or expert witness is required for some of the performance criteria for every element in this unit.
- The candidate's package of evidence from their performance needs to cover all the performance criteria, except those detailed below. If performance evidence is not available during the assessment period, evidence from knowledge and understanding can be used.
- In order to meet the evidence requirements, it is likely that the candidate would need to gather evidence from more than one meeting.
- In order to meet the evidence requirements, it is likely that a candidate would need to gather evidence over time and from work in relation to more than one occasion on which they have dealt with and reviewed incidents.
- The evidence must, at all times, reflect, the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Care Sector. This will include National Service Standards for your area of work or client group.

### Competence can be demonstrated using a variety of different types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg minutes of staff meetings, review meetings, care plans, records and reports.
- **Reflective account:** you describe your actions in (a) particular situation(s) and reflect on the reason(s) for you practicing in that way, probably in relation to the individuals you work with and their day to day progress in relation to the promotion of equality, diversity and rights.
- **Assignment/project:** you may have already completed an assignment or project (for example during an HNC, NC, VRQ or BTec course). You could also use evidence of previous in-house training courses or programmes you have completed-for example moving and handling, First Aid.
- **Questioning/professional discussion:** you and your assessor may agree on questions to demonstrate your knowledge, to supplement the knowledge demonstrated through observations and reflective accounts. These can be oral or written but evidence of this must be recorded.

**NB Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.**