

Unit Title: Develop and Sustain Effective Working Relationships with Staff in Other Agencies	
Level:	Three
Credit Value:	4
GLH:	24
OCNLR Unit Code:	PA1/3/LQ/045
Ofqual Unit Reference Number:	R/508/4005

*This unit has 3 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand the context of working in partnership.	1.1. Identify the nature, roles and functions, policies and procedures of principal agencies. 1.2. Identify structures, function, and methods of communication and decision making. 1.3. Identify the roles and responsibilities of key people who work in these agencies who are involved in joint working arrangements. 1.4. Identify the effect agency structure and culture may have upon the policy and practice of joint working. 1.5. Identify the effect of agency culture and structure upon policy and practice of working in partnership. 1.6. Explain the principles and benefits of working in partnership.

2. Develop effective working relationships with staff in other agencies.

- 2.1. Develop clear action plans for joint work which clarify roles and responsibilities of the respective parties.
- 2.2. Reach agreements about roles and responsibilities and arrangements for decision making.
- 2.3. Apply principles of equality, diversity and anti-discriminatory practice in working relationships with staff in other agencies.
- 2.4. Confirm arrangements for joint work which are
  - a) appropriate to the nature and purpose of the work
  - b) likely to be effective in establishing and maintaining relationships
  - c) respect confidentiality while balancing risks of sharing or not sharing information.
- 2.5. Identify effective methods to monitor and review the progress of joint work.
- 2.6. Obtain advice and support promptly when team discussion and supervision are appropriate.
- 2.7. Complete records accurately and clearly and store them according to agency requirements.
- 2.8. Communicate information to people who are authorised to have it.

3. Sustain effective working relationships.

- 3.1. Identify the benefits and advantages of joint working and use these to develop own practice.
- 3.2. Identify factors which might hinder joint working.
- 3.3. Explain methods of identifying and resolving conflict within and between agencies and between individuals.
- 3.4. Demonstrate methods of assessing the effectiveness of joint working relationships.
- 3.5. Explain and defend the views of your agency and its policies.
- 3.6. Contribute to regular reviews of effectiveness and efficiency of joint working arrangements and identify ways in which the arrangements could be improved.
- 3.7. Complete records accurately and clearly and store them according to agency requirements.
- 3.8. Communicate information to people who are authorised to have it.

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	