

Unit 5: Understand Partnership Working in Services for Children and Young People

Unit code:	MU2.9
Unit reference number:	M/601/3498
QCF level:	2
Credit value:	2
Guided learning hours:	18

Unit summary

This unit provides knowledge and understanding of the importance of partnership working and effective communication.

Assessment requirements/evidence requirements

This unit should be assessed in line with the Skills for Care and Development's QCF Assessment Principles.

Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Unit content

1 **Understand partnership working within the context of services for children and young people**

Benefits for children and young people when adults work in partnership with others: working in partnerships eg with parents, carers, guardians, professionals, multi-disciplinary teams, colleagues; promoting inclusive practice; sharing common goals; identifying and meeting individual needs of children and young people; providing support for children and families; improving outcomes eg for the Foundation Phase; Extending Entitlement, Children and Young People's partnership – Rights to Action

Relevant partners in own work setting: reflect on own work setting and identify partners; internal partners eg parents, carers, colleagues; external partners eg professionals from health, education and social care, advisers, voluntary organisations, educational psychologists, Children's Centres

Characteristics of effective partnership working: developing positive working relationships with colleagues and other adults; understanding how own role and responsibilities relate to other colleagues and partners; recognising different organisational roles; identifying key features of effective communication and the lines and methods of communication; using appropriate interpersonal and collaborative skills; keeping colleagues informed; identifying organisation's expectations and procedures for good working relationships; promoting effective teamwork; respecting confidentiality in the exchange of information; promptly addressing any problems or communication difficulties; showing respect for colleagues eg respecting the skills and expertise of other practitioners; valuing diversity and recognising the rights of others to have differing opinions or ideas; sharing professional knowledge and expertise; developing common goals; role of the lead professional in taking responsibility for integrated working

Barriers to partnership working: characteristics of ineffective communication between partners; causes of breakdown in relationships eg individual personalities, financial and time constraints, different terms and conditions of employment, different roles and priorities, different organisational policies and procedures, challenges of teamwork, different professional language and ways of working; role of effective leadership

2 Understand the importance of effective communication and information sharing in services for children and young people

Requirement for clear and effective communication between partners: effective communication eg verbal and non-verbal, questioning and listening skills, body language, facial expression, gestures; effective sharing of information eg clarifying meaning and avoiding misunderstanding, sharing of good practice, professional knowledge and expertise, encouraging contributions from others; early intervention; early identification and assessment of needs; quick referral to appropriate service; coordination of services; meeting the individual needs of children and young people; promoting efficiency and continuity of services; monitoring progress; building relationships with colleagues and other adults

Policies and procedures in the work setting for information sharing: organisation's policies and procedures for information sharing eg confidentiality policy; own role and responsibility in information sharing; confidentiality; legal duties as required by relevant legislation and guidance eg Safeguarding Children: Working together Under the Children Act 2004, Safeguarding Vulnerable Groups Act 2006, Data Protection Act 1998 and all subsequent amendments, Foundation Phase

Potential conflicts in relation to sharing information with partners and maintaining confidentiality: typical situations that may cause conflict eg difference of opinions, parental wishes, isolation of worker, difficult relationships with partners, balancing the duty of care and individual rights and responsibilities, inaccurate information sharing, impact of different professional working practices; protection of confidential information; safeguarding procedures

Recording information in accordance with legal requirements: importance of recording information clearly, accurately, legibly and concisely; reasons for keeping records eg accident and incident reports; need to record facts; sharing information with colleagues, parents and carers; accessibility; legal requirements eg Children Act 2004 (England and Wales), Working Together Under the Children Act 2004, The Foundation Phase, Flying Start, CSSIW, Estyn

Recording and secure storage of communications and records in accordance with data protection requirements: Data protection requirements eg Data Protection Act 1998, Privacy and Electronic Communications Regulations; organisational systems and procedures; roles and responsibilities for contributing to and maintaining record keeping systems; policy for storing records; security and confidentiality, protection of identity, if appropriate; accessibility to information eg limited access to computer storage systems

Referrals to different agencies: reasons for referral to different agencies eg safeguarding children and young people; early intervention and the role of Early Intervention Teams; need for support; policies and procedures for referrals between organisations; role of the lead professional in coordinating services; if used the Common Assessment Framework (CAF) to provide support

3 Understand the importance of partnerships with carers

Reasons for partnerships with carers: benefits of working together eg provide best outcomes for children, building relationships, sharing information, ideas, thoughts, building knowledge of child or young person's development, learning opportunity for practitioners and carers, inclusion, effectively managing medical condition or disability

Developing and sustaining partnership with carers in own work setting: practice of own organisation; carers working alongside practitioners; open-door policy; welcoming carers; communication between carer and setting; facilitating involvement of carers eg open mornings, drop-in sessions, meetings, shared activities; sharing planning and empowering carers to contribute eg sharing of observations and assessments, ongoing discussions and shared decision-making

Difficulties in developing and sustaining partnerships with carers: eg time and accessibility issues, language and literacy needs, cultural differences, low self-confidence or self-esteem, carers' previous experiences with education, communication skills of professionals, disability

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand partnership working within the context of services for children and young people	<p>1.1 explain why working in partnership with others is important for children and young people</p> <p>1.2 identify who relevant partners would be in own work setting</p> <p>1.3 define the characteristics of effective partnership working</p> <p>1.4 identify barriers to partnership working</p>			
2 Understand the importance of effective communication and information sharing in services for children and young people	<p>2.1 describe why clear and effective communication between partners is required</p> <p>2.2 identify policies and procedures in the work setting for information sharing</p> <p>2.3 explain where there may be conflicts or dilemmas in relation to sharing information with partners and maintaining confidentiality</p> <p>2.4 describe why it is important to record information clearly, accurately, legibly and concisely meeting legal requirements</p> <p>2.5 identify how communications and records are recorded and securely stored meeting data protection requirements</p> <p>2.6 explain why and how referrals are made to different agencies</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Understand the importance of partnerships with carers	3.1 identify the reasons for partnerships with carers 3.2 describe how partnerships with carers are developed and sustained in own work setting 3.3 describe circumstances where partnerships with carers may be difficult to develop and sustain			

Learner name: _____ Date: _____
 Learner signature: _____ Date: _____
 Assessor signature: _____ Date: _____
 Internal verifier signature: _____ Date: _____
(if sampled)