

ASTAG12

Liaise with other services



Overview

This unit is for you if your role involves you in establishing relationships and exchanging information with other agencies and services.

The unit requires you to:

Establish procedures for exchanging information with other services

Provide information to other services

Obtain information from other services

There are 3 elements :

1. Establish procedures for exchanging information with other services
2. Provide information to other services
3. Obtain information from other services

This unit has been imported from ENTO (formerly Employment National Training Organisation) suite of standards, where it appears as unit AG12 and tailored by Skills for Security to meet requirements.

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Performance criteria

Establish procedures for exchanging information with other services

You must be able to:

- P1 identify and comply with procedures for exchanging information between services
- P2 consult with other services on the information needs of each service
- P3 agree the purpose, scope and procedures for exchanging information
- P4 identify clearly the roles and responsibilities for exchanging information
- P5 identify the priorities of different services for exchanging information
- P6 disseminate the procedures for exchanging information with other services
- P7 review regularly the procedures for exchanging information
- P8 ensure the exchange of information complies with all relevant legislation, codes of practice, guidelines and ethical requirements

You must be able to:

Provide information to other services

- P9 confirm the information required by other services
- P10 comply with the services' procedures for exchanging information
- P11 identify the information that seems most appropriate
- P12 assist other services to access and interpret the information they receive
- P13 confirm with the other service that the information that is provided is sufficient and appropriate to their needs
- P14 provide other services with additional information on other sources of relevant information
- P15 record the results of the information provision in the appropriate systems

You must be able to:

Obtain information from other services

- P16 confirm the information required from other services
- P17 comply with the services' procedures for exchanging information
- P18 determine the methods that should be used for obtaining the information
- P19 access the relevant information sources using the appropriate procedures
- P20 obtain the information using the specified methods
- P21 confirm the validity of the information
- P22 protect the information sources according to agreed procedures
- P23 identify any problems with obtaining the information
- P24 record the information accurately in the appropriate systems

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Knowledge and understanding

You need to know and understand:

Establish procedures for exchanging information with other services

- K1 which services might require information
- K2 which criteria can be used
- K3 the culture and ethos of the other services
- K4 what the procedures are for the exchange of information
- K5 why it is important to understand the objectives of other services
- K6 what types of information are required
- K7 what information is required by different services
- K8 why it is important to reach agreement on the type of information exchanged
- K9 who is involved in different types of information provision
- K10 what the priorities of other services are
- K11 how to disseminate different types of procedure
- K12 who should be informed of the procedures
- K13 which procedures should be reviewed
- K14 when procedures are generally reviewed
- K15 the relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K16 why it is important to comply with different requirements
- K17 what the consequences are of not complying with different requirements
- K18 how to obtain information on the needs

Provide information to other services

You need to know and understand:

- K19 what information the other services specifically require
- K20 when other services require information by
- K21 what the services' procedures are for exchanging information
- K22 why it is important to comply with them
- K23 what the consequences are of not complying with them
- K24 how to match the information needs of other services
- K25 where different information is held
- K26 which factors affect the interpretation of the material
- K27 why it is important to check that the other services have received the information they require
- K28 what the sources of information are
- K29 how other services can access information
- K30 what the systems for recording the provision of information are and the procedures for using them
- K31 why it is important to use the systems

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Obtain information from other services

You need to know and understand:

- K32 what types of information are required from the other services
- K33 when the other services require information by
- K34 what the services' procedures are for exchanging information
- K35 why it is important to comply with the procedures
- K36 what the consequences are of not complying with the procedures
- K37 the different methods that can be used for obtaining information
- K38 which methods are appropriate for obtaining information
- K39 what the procedure for accessing information are
- K40 what difficulties can occur when obtaining information
- K41 why it is important to use the agreed methods for obtaining information
- K42 how to decide whether the information is valid
- K43 why it is important to protect the information sources
- K44 the types of problem that could occur
- K45 what actions can be taken to address them
- K46 why it is important to address problems
- K47 what the implications are of not addressing the problems
- K48 what the systems for recording information are and the procedures for using them
- K49 why it is important to use the systems

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Additional Information

Scope/range related to performance criteria

You must be competent to deal with the following types of:-

1. selecting information
2. presenting information
3. persuading
4. prioritising
5. influencing
6. negotiating
7. involving others
8. recording and storing information

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Suite Parking Control Occupations

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