

ASTH226

Support the rights of customers in the community



Overview

This standard is about ensuring that customers are aware of their rights and how to exercise them. It is also about explaining and asserting the rights of customers in the community. It is important to support customers to represent their own interests and exercise their rights.

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Performance criteria

- You must be able to:*
- P1 support the rights of customers in accordance with organisational requirements and customer needs
 - P2 use methods which are legal and effective and do not adversely affect others in the community
 - P3 make customers aware of their own rights and how they can be represented
 - P4 identify sources of support and representation
 - P5 obtain advice from others in relation to customer needs
 - P6 provide support which is based on individual customer needs
 - P7 provide the customer with information to help them represent their own interests
 - P8 offer support to the customer and help them to express themselves clearly

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Knowledge and understanding

You need to know and understand:

- K1 the needs and expectations of customers in relation to the wider community
- K2 the limits of your responsibility for supporting the rights of customers
- K3 methods for supporting the rights of customers in the community
- K4 how discrimination, stereotyping, prejudice and disadvantage can undermine and exclude people from exercising their rights and responsibilities
- K5 potential conflicts between the rights and responsibilities of customers and those in the wider community
- K6 other organisations which provide information, advice and support on rights
- K7 how to challenge discrimination, disadvantage and exclusion
- K8 methods of accessing information relating to legal and personal rights
- K9 acceptable and unacceptable risks for customers
- K10 the limits of your responsibility for helping customers to represent their own interests
- K11 organisational and legislative requirements in relation to support and representation
- K12 sources of information, advice and support on rights and how customers can access them
- K13 when an advocate/representative may be necessary and who this person may be

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