

## ASTH316

# Help customers to identify and access development opportunities



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### Overview

This standard is for housing officers involved in assisting customers to access personal development opportunities.

Customers may include those requiring support in order to access learning or development opportunities as a result of changed circumstances, young people leaving foster and residential care, individuals with sudden and acute illness or disability or whose condition may be expected to deteriorate over time.

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### Performance criteria

*You must be able to:*

- P1 identify the development needs of existing and potential customers
- P2 ensure that appropriate, varied, cost effective and accessible development opportunities are available for customers
- P3 work with individual customers and groups to provide information and advice about suitable learning, training or development opportunities
- P4 provide active support and encouragement to enable customers to explore the range of opportunities which are appropriate to their aspirations, talents, support needs, abilities, experience, knowledge and qualifications
- P5 support customers in understanding relevant information and the requirements of various learning, training or development opportunities
- P6 help customers to examine the impact that taking up learning, training or development opportunities would make to all aspects of their lives
- P7 enable customers to access any additional information or support needed to make their decisions
- P8 support customers in accessing opportunities by ensuring that reasonable adjustments have been made to meet any special needs they may have
- P9 help customers prepare for learning, training or development opportunities, taking account of any special needs they may have
- P10 work with individual customers to review their progress and additional support or development needs

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### Knowledge and understanding

*You need to know and understand:*

- K1 how the customer's short, medium and long-term goals, needs and circumstances affect their choices, and how to identify additional needs
- K2 organisational procedures for equality, confidentiality and information sharing when supporting individuals to access development opportunities
- K3 how to help customers to make and communicate their own decisions about accessing development opportunities
- K4 how learning, training and development opportunities motivate individuals and promote self confidence, self esteem, sense of identity and independence
- K5 how you can access, review and evaluate information about development opportunities relevant to the needs and preferences of your customers
- K6 how to use various questioning styles to ensure clear, focused discussion and establish a common understanding of agreed outcomes and actions
- K7 the importance of complying with recognised good practice
- K8 the full range of tools and support mechanisms available to you
- K9 the range and essential features of available provision and opportunities
- K10 key government initiatives which promote access to learning and development
- K11 how and where to access information and support that can inform your practice
- K12 how to record the work you do using the relevant organisational systems

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer

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**Suite** Housing

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