

ASTLRR3.14

Assist team members in processing complex or unusual applications



Overview

This unit describes competent performance in assisting team members in processing applications which fall outside their normal experience. As such, the unit is particularly relevant for team leaders and other supervisors.

The unit covers developing the individual seeking assistance; referring casework to another, more experienced team member and carrying out the work yourself.

The confidence of the referring team member should be an important consideration at all times.

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Performance criteria

- You must be able to:*
- P1 receive referrals and requests for guidance from **team members** sympathetically and in line with agreed procedures
 - P2 consider the nature of cases and decide upon required action
 - P3 assist the referring team member in processing applications in a manner which is likely to develop the individual's skills, experience and confidence
 - P4 where cases are more appropriate to more senior or more experienced staff, pass these on in a manner which is likely to maintain the confidence of the referring team member
 - P5 where you are the most appropriate person to handle cases, incorporate these into your own casework in a manner which is likely to maintain the confidence of the referring team member

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Knowledge and understanding

Working with applications

You need to know and understand:

- K1 organisational procedures for processing applications
- K2 how to advise people in a manner which will maintain their confidence and enable them to develop
- K3 the capabilities and limitations of your team members
- K4 the technical knowledge relevant to the types of referral

You must also be able to demonstrate the knowledge and understanding defined in the Introduction to the standards.

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Additional Information

Scope/range

This section describes the contexts in which you must be able to demonstrate competent performance. For this unit these are:

- 1 assisting the following types of **team members**:
 - 1.1 inexperienced staff
 - 1.2 experienced staff

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