

ASTPAR6.1.2

Promote the access of information and advice to the public



Overview

This standard is about promoting the access of information and advice to members of the public. It includes helping people to identify their information needs, and assisting them to obtain the information and required. The advice provided should be done within the boundaries of your role and responsibilities.

There is one element:

- 1 Promote the access of information and advice to the public

Target group

This standard is recommended for those whose responsibilities include promoting the access of information and advice to the public.

This standard has been developed by the British Parking Association.

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Performance criteria

- You must be able to:*
- P1 establish and assess the information and advice that would provide a benefit to the public
 - P2 identify appropriate and relevant sources of information, and access these where required, in line with your organisation's procedures
 - P3 identify, where necessary, other organisations to which the public could be referred for the information and advice required, and provide the relevant contact details correctly
 - P4 maintain confidentiality where relevant, in line with your organisation's procedures
 - P5 plan, and agree with the public, how any ongoing advice will be provided, including contact details
 - P6 use appropriate forms and styles of communication, suited to the needs and abilities of individuals
 - P7 listen actively, encourage questions, answering these fully and honestly, and confirm that the member of the public understands the information provided, and that the individual's needs have been met
 - P8 work within your own levels of responsibility and authority, and refer to relevant others where appropriate
 - P9 evaluate the nature and effectiveness of the information and advice provided, and use this to influence any future advice which you provide

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements relating to promoting the access of information and advice to the public, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services relating to promoting the access of information and advice to the public
- K4 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements relating to promoting the access of information and advice to the public

You need to know and understand:

- K5 the type and range of information that may be of benefit to the public
- K6 where to source information that might be of benefit to the public
- K7 the range of individuals who may benefit from access to information and advice
- K8 available means of providing information to the public and their relative advantages and disadvantages
- K9 different styles and forms of communication that may be appropriate to meet the needs of those using the information and advice
- K10 methods for ensuring ongoing advice is agreed with and provided to the public
- K11 how to listen actively, use questions effectively and confirm that individuals have understood any information provided
- K12 the importance of maintaining accurate and up to date information and advice regarding parking provision, and your organisation's procedures for doing this
- K13 the importance of data protection policies and procedures when sharing information
- K14 organisations with which information might be exchanged, the nature of this information and the reasons for exchanging it, and how to do this
- K15 evaluation methods for measuring the effectiveness of the information and advice provided, and how to use this information to influence future information sharing and advice provided

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