
Overview

This standard identifies the requirements when coordinating the transfer of individuals between agencies and services. This includes supporting individuals as they prepare for transfer, coordinating with agencies and services, and then supporting individuals and others during the transfer.

Performance criteria

You must be able to:

1. identify and agree the roles and responsibilities of yourself and others in the transfer of individuals between agencies and services
2. establish consent and access information on individuals and transfer requirements
3. work in partnership with individuals and others to identify the purpose of transfers of individuals between agencies and services
4. work in partnership to agree how to prepare for and implement transfers in line with individual's preferences and needs, agreed timelines and requirements of agencies and services
5. support individuals to identify and access information, resources or support they need to transfer between agencies and services
6. review or complete risk assessments for transfers between agencies and services
7. co-ordinate transfers with individuals, agencies and services
8. work in partnership with others to support individuals to transfer between agencies and services
9. encourage and support the independence of individuals to prepare for and participate in transfers between agencies and services
10. complete records and reports required for coordinating the transfer of individuals between agencies and services
11. reflect on how you carried out your roles and responsibilities to co-ordinate the transfer of individuals between agencies and services

Knowledge and understanding

You need to know and understand:

1. how to access and review information about individuals, agencies and services
2. how to review or complete risk assessments for transfers between agencies and services
3. how to apply trauma informed principles to support individuals with transfers between agencies and services
4. how to encourage and support individual's independence to prepare for and participate in transfers between agencies and services
5. types of information, resources and support that may assist individuals and others during transfers between agencies and services and how to access them
6. how to support neurodivergence and additional needs of individuals during transfer between agencies and services
7. the influence of culture and background on preparation and participation in transfers between agencies and services
8. why individuals need to transfer between agencies and services and the impact this can have
9. the importance of dignity, kindness and compassion when supporting individuals to transfer between agencies and services
10. how to support emotional regulation when transferring between agencies and services
11. how to co-ordinate timelines and meet the different requirements of agencies and services for transfers
12. how to use digital tools and devices in transfers between agencies and services
13. how changes to individual preferences, conditions and circumstances can impact transfers between agencies and services
14. the records and reports required for coordinating the transfer of individuals between agencies and services
15. theories relevant to the transfer of individuals between agencies and services
16. the relevant legal requirements, standards of practice, frameworks and guidance for coordinating the transfer of individuals between agencies and services
17. the workplace requirements on equality, diversity, inclusion, and rights when coordinating the transfer of individuals between agencies and services
18. how to work in partnership with others when coordinating the transfer of individuals between agencies and services

19. how to respond to issues and concerns that may occur when coordinating the transfer of individuals between agencies and services

20. how your personal experiences and unconscious bias may impact when coordinating the transfer of individuals between agencies and services, and how to address this

21. the role of supervision, reflective practice and learning and development when coordinating the transfer of individuals between agencies and services

HSCCLD331

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Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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