

Overview

This standard identifies the requirements when you process decision making information. This includes receiving, analysing, accessing and using information to inform decisions and then collating, documenting and sharing decision making information.

Performance criteria

You must be able to:

1. receive information from individuals and others in agreed formats
2. acknowledge receipt of information and respond to informants
3. review and prioritise information according to urgency and workplace requirements
4. identify and gather further sources of information required
5. analyse information received and gathered to ensure it is accurate, relevant and sufficient and support others to do so
6. check for any restrictions on information
7. identify and carry out required actions based on information and support others to do so
8. clarify the reasons for making specific decisions
9. work in partnership with individuals and others to resolve challenges with decision making information
10. collate and document decision making information in accessible formats to identify the evidence, decision making process, and actions taken
11. share relevant decision making information with individuals and others
12. work in partnership with individuals and others to evaluate how information was received, gathered, analysed and shared
13. identify and address any changes required to processing decision making information
14. complete records and reports required for processing decision making information
15. reflect on how you carried out your roles and responsibilities to process decision making information

Knowledge and understanding

You need to know and understand:

1. methods to access, analyse, and action decision making information
2. how to assess the accuracy, relevance and sufficiency of information required to support decision making
3. ways to identify and deal with information which may be contradictory, ambiguous or inadequate
4. how to communicate effectively to provide and receive decision making information
5. how to support emotional regulation when providing and receiving decision making information
6. how to prioritise decision making information according to urgency and workplace requirements, and why this is important
7. how to apply trauma informed principles when providing and receiving decision making information
8. types of qualitative and quantitative information that may be required to analyse decision making information
9. how to use digital tools and devices to process decision making information
10. the influence of culture and background on the preferences of individuals for providing decision making information
11. ways to record and report information in accessible formats to identify the evidence, decision making process, and actions taken
12. the different purposes and target audiences for which information may be required and the degree of detail necessary for these
13. the importance of dignity, kindness and compassion when receiving and sharing decision making information
14. the influence of neurodivergence and additional needs on how information may be received and shared
15. how to work in partnership with individuals to evaluate how information was received, gathered, analysed and shared
16. why it is important to record information factually and the potential consequences of not doing so
17. theories relevant to processing decision making information
18. the relevant legal requirements, standards of practice, frameworks and guidance for processing decision making information

19. the workplace requirements on equality, diversity, inclusion, and rights when processing decision making information
20. how to work in partnership with others to process decision making information
21. how to respond to issues and concerns that may occur when processing decision making information
22. how your personal experiences and unconscious bias may impact when processing decision making information, and how to address this
23. the role of supervision, reflective practice and learning and development in processing decision making information

Glossary

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

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