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## Overview

This standard is for career development practitioners.

This standard focuses on improving provision through collaboration with others. It is concerned with developing effective inter-agency working arrangements, between different organisations and individuals offering services or sources of specialist support, to best meet the needs of and optimise outcomes for individuals.

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## Performance criteria

### *You must be able to:*

1. develop shared aims that your own and other organisations can support
2. identify and work with people in other organisations who are empowered to take forward joint work
3. negotiate and agree protocols for co-operative working that minimise duplication and maximise benefits to individuals
4. develop joint plans that enable the achievement of agreed objectives and cost effective delivery of provision
5. ensure plans appropriately utilise the skills and expertise of the people and organisations involved
6. share information and communicate effectively with others
7. identify and measure the resource implications of collaborative working including staffing costs
8. monitor shared information and resources in line with relevant quality standards
9. develop protocols to deal with breakdown in communication and resolve interagency conflict
10. evaluate the impact on individuals of collaboration arrangements and plan improvements as required
11. act in ways that adhere to the ethical practice required within your organisation or profession
12. challenge any prejudice, use of stereotypes, discrimination and unethical or oppressive behaviour
13. encourage individual autonomy in the career development process
14. promote inclusivity, diversity and equality of opportunity
15. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
16. demonstrate understanding of legal requirements, local procedures and own accountability for safeguarding young people and vulnerable adults

## Knowledge and understanding

*You need to know and understand:*

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
3. the boundaries and limits of own professional expertise
4. the boundaries of confidentiality, when it is appropriate to disclose confidential information to others and the processes required
5. measures to safeguard young people and vulnerable adults
6. the services offered by others, how they relate to the provision offered by your own organisation, and how to use and access them
7. how to approach partners in ways that promote confidence and trust, and the importance of this to effective working relationships
8. how to align organisational aims
9. how to influence others to consider new ideas and ways of working
10. why it is important to have protocols for inter-agency working and the key areas that such protocols should cover
11. why it is important to agree with other organisations how resources should be shared cost effectively
12. the principles and methods of joint and multi-disciplinary working
13. how to assess the risks of joint working and ways to minimise these
14. how to identify appropriate partners and their potential contributions to joint and multi-disciplinary working
15. the importance of effective communication and information sharing
16. the potential of technology to improve delivery and how to overcome any limitations it presents
17. how to identify and measure the resource implications, including staffing costs, of collaborative working
18. how to give feedback, prevent and resolve conflicts constructively
19. methods for evaluating the effectiveness of working with others

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## Glossary

### **Technology**

Hardware (devices/kit) and online methods/tools/apps which can be used in the delivery and assessment of learning programmes.

### **Provision**

The career development activities offered by a team, service, organisation or sector.

### **Resources**

This covers any physical or human resource that supports the learning and development process and could include technical equipment, digital technologies (including online tools and apps), handouts, workbooks, people – for example external speakers – and visits to places of interest

<b>Developed by</b>	CLD Standards Council Scotland
<b>Version Number</b>	1
<b>Date Approved</b>	28 Jun 2021
<b>Indicative Review Date</b>	31 Mar 2026
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	CDI
<b>Original URN</b>	CDICRD11
<b>Relevant Occupations</b>	Education and Training, Executive Coach, Functional Managers, Helpline Workers, HR Staff, Learning Mentor, Managers and Leaders with responsibility for interagency working, Personnel, Training and Industrial Relations Managers , Professional Occupations, Research Professionals, Teaching Professionals, Careers Advisers and Vocational Guidance Specialists, Line Managers, Supervisors and Team Leaders
<b>Suite</b>	Career Development
<b>Keywords</b>	advice, aspiration, career, client-centred, development, education, employment, equality, ethical, goals, group, individual, information, labour market, learn, motivation, needs, network, objective, partnership, plan, practice, refer, reflect, theory