

Work with families who find services difficult to access

Overview

This standard is about working with families who may experience difficulty accessing services. It could also involve working with families with complex needs due to physical, emotional or intellectual factors that may make it harder for them to respond to and access services.

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Performance criteria

You must be able to:

1. enable participants to identify and talk about their needs
2. respond to the identified needs of the participants either by appropriate signposting or referral
3. provide learning that is accessible in terms of level, form, content, structure, delivery and assessment
4. support participants in identifying and overcoming barriers to accessing learning
5. provide participants with information about available services and sources of support

Knowledge and understanding

You need to know and understand:

1. the theories of how adults and children learn and how these can be applied to Family Learning
2. the range of learning and development opportunities that may be available in your area and how to access them
3. the nature and causes of barriers to learning and ways to address these
4. the cultural, linguistic, social, economic, emotional, physical and educational factors which impact on learning experience throughout life
5. the different learning strategies which may be appropriate for adults and children and how to help people to recognise them
6. the implications of learning strategies for the way in which adults and children learn
7. other organisations which exist to support families with complex needs
8. the other organisations with which participants may be involved
9. ways of sharing information, as agreed with participants, with other organisations
10. the importance of gaining permission from participants to access any relevant information held by other organisations
11. how to work collaboratively with other organisations involved with participants
12. the importance of taking steps to safeguard and protect children and adults who are at risk of harm
13. when it is appropriate to make referrals, with agreement, to organisations who provide support

Glossary

Family

Family includes any person who has parental responsibility for a child and any other person with whom the child has been living. Each family is unique and can include parents, carers, guardians, grandparents, other relatives, chosen family and of course, children and young people.

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