

## CHS174 Advise and inform others on services

### OVERVIEW

This standard relates to the provision of advice, information and support to colleagues, managers, line reports and team members. This advice does not include informing others of results. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. How to communicate advice and information effectively both through speaking and in writing
2. How to develop and present a reasoned case when providing advice to others
3. The importance of confirming the recipients understanding of information and advice provided and how to do this
4. The importance of providing advice and information and your role and responsibilities in relation to this
5. The types of advice and information which people may require
6. How to identify information needs
7. Situations in which it is appropriate to act on one's own initiative in giving information and advice
8. The importance of seeking feedback on the quality and relevance of the advice and information provided and how to encourage such feedback
9. The importance of checking the validity of advice and information provided to others
10. How to ensure accuracy, currency sufficiency and relevance of advice and information
11. The principles of confidentiality when handling information and advice – what types of information and advice may be provided to what people
12. Organisational policies, procedures and resource constraints which may affect advice given

### PERFORMANCE CRITERIA

You must be able to do the following:

- 1.research the advice and information needs of different recipients in ways appropriate to need and which take account of organisational constraints
- 2.provide advice and information at an appropriate time and place and in an appropriate form and manner
- 3.provide advice which is accurate, current, relevant, and sufficient for need
- 4.remain consistent with organisational policy, procedures and constraints
- 5.support advice given with reasoned argument and appropriate evidence
- 6.verify recipients' understanding of the information and advice given
- 7.maintain confidentiality consistent with organisational and legal requirements
- 8.obtain and use feedback from recipients to improve the way advice and information is provided where appropriate

## **ADDITIONAL INFORMATION**

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 1 Communication