SFJ LA5
Provide information to clients

Overview

This unit is for you if your role is the provision of information to clients. The information may be in written format or may be provided orally. Other formats and communication methods, e.g. signing, Braille etc. may also be used according to the needs of the client. "Clients" in the context of this unit means groups, groups of individuals, etc.

The Unit requires you to

1   Identify the information required by clients
2   Provide information to meet the needs of clients

As a development worker the information provided may relate to one or more of the following, for example:

1   Communication
2   Data protection
3   Developing social enterprise
4   Environmental issues
5   Equality and diversity
6   Finance
7   Fundraising/Income generation
8   Governance
9   Human resources
10   Information systems/ICT
11   Insurance
12   Learning and development
13   Legal advice (sources of…)
14   Marketing/promotion
15   Networks/ing
16   Partnership working
17   Performance monitoring and improvement
18   Policies and procedures
19   Procurement/tendering
20   Project management
21   Strategy/foresight
22   Working with volunteers
23   Working to regulatory frameworks

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You must be able to:

P1   explore with the client their reasons for their information needs

P2   assess correctly the client's needs for information

P3   confirm the information required with the client

P4   agree with the client how the information will be provided

P5   refer clients to additional or alternative sources of relevant information

P6   comply with all relevant legislation, codes of practice, guidelines and ethical requirements

P7   retrieve relevant information from the appropriate systems

P8   provide sufficient and suitable information to meet client's needs

P9   make sure the information provided is current and capable of meeting a diverse range of needs

P10   check client's understanding of the information

P11   assist clients to obtain other relevant information

P12   identify any problems with providing the information and take appropriate action to address them

P13   agree with clients any further activities that are necessary to meet their needs

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Knowledge and understanding

You need to know and understand:

K1   the different reasons clients may have for seeking information

K2   the kinds of information that may be sought

K3   how to assess clients' needs

K4   why it is important to confirm the information required with clients

K5   why it is important to agree how the information will be provided

K6   what other sources of information could help the clients

K7   the relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection

K8   why it is important to comply with different requirements and the consequences of non-compliance

K9   how to obtain information on the requirements

K10   the different methods that are available for providing information

K11   how information can be presented in different formats

K12   organisational systems for recording information and why it is important to use the systems

K13   how much information should be provided for different clients

K14   what type of information is suitable

K15   how to check the currency, accuracy and suitability of the information that is provided

K16   how to ensure the information is free from stereotypes and is not biased

K17   how to check clients' understanding of the information

K18   what other sources of information are available

K19   what additional information is available

K20   how to contract external organisations to undertake research and provide information if necessary and the organisation's procedures for such procurement

K21   what are the types of problem that could occur and what actions can be taken to address them

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