



NVQ Level 4 Learning, Development and Support Services (LDSS)

Aim:

By the end of the one or two year programme (as applicable), all trainees will have had the opportunity to acquire the basic knowledge and to develop and practise the skills expected of a competent PA. Trainees will have developed the skills necessary to direct their own learning, and to continue to undertake the appropriate CPD required of a practising PA.

The Standards:

Core Skills

By the end of the programme, trainees will

- be able to demonstrate the skills of interviewing, i.e. contracting, questioning, listening, challenging, reflecting, summarising, action planning, empowering, motivating, with a range of clients in a range of situations.
- Be able to demonstrate the skills of facilitation in group delivery i.e. objective setting, managing group dynamics, communicating, challenging, listening, questioning, managing learning and learning styles.

Knowledge Related to Core Skills

- understand the base theories and concepts that underpin guidance delivery, and be able to relate them to their own delivery
- understand the principles, ethics and codes of practice that underpin delivery, and be able to relate them to their own practice
- be able to manage and use different sources of information (educational, occupational, personal development, health, safety, etc.) that underpin delivery
- understand and access the company policies and procedures for health & safety and be able to relate them to own practice
- Understand and access the company policies and procedures for equal opportunities and diversity and be able to relate them to own practice.



Unit Specific Skills and Knowledge

- be able to advocate and negotiate on behalf of young people where appropriate
- understand the educational opportunities available for young people, including alternative provision
- understand the barriers that some young people face in accessing educational provision
- be able to recognise potential threats to personal safety, and take measures to deal with them (see also company procedures above)
- understand the company policy and procedures for child protection, and be able to relate this to own practice
- have a personal network of partner agencies and contacts, and be able to use these effectively to support practice
- be able to refer and/or signpost clients to specialist provision where appropriate
- be able to build relationships with other relevant agencies (i.e. social services, housing, training providers, schools, colleges, employers) and use these to enhance service delivery
- be able to manage own case load, achieve targets set and monitor progress of individual clients
- understand the recording systems used by HCS (both manual and IT) and use them accurately and efficiently
- be able to reflect on own practice and use this to continuously improve practice
- be able to identify the learning objectives and opportunities needed to achieve competence
- be able to participate effectively in learning
- be able to operate effectively as part of a team
- Understand the overall values, objectives and priorities of HCS and be able to operate effectively within them.

