

Introduction**What is this unit about?**

This unit is about establishing services for children and families to meet the requirements of either first-time or established users.

Who is this unit for?

This unit will be useful for practitioners working in a variety of settings whose main focus is children's care, learning and development and who are responsible for agreeing the requirements of children with their families and providing services to meet these.

Principles and values

You must work within the principles and values of the sector in order to achieve this unit.

Content of unit

The elements are:

1. Identify and negotiate requirements with children and their families
2. Establish and maintain agreements with children and families
3. Establish and maintain systems for the exchange of information with children and families
4. Monitor and evaluate services to ensure the needs of children and families are met

Place in the NVQ/SVQ framework

This unit is a group 2 option unit in the Level 3 NVQ/SVQ in Children's Care, Learning and Development.

Links to Key and Core Skills

This unit may provide evidence for the following:

Key Skills	Core Skills
Communication: 1.1, 2.2	Communication: Intermediate 1
Problem Solving: 3.1, 3.2, 3.3	Problem Solving: Intermediate 2

What we mean by some of the words used in this unit

Families	Includes parents (mothers and fathers) and carers and extended and chosen families who contribute significantly to the well-being of individual children and who may or may not have legal responsibility
Children	Children with whom you are working, except where otherwise stated

The National Standard**Element CCLD 330.1 Identify and negotiate requirements with children and families****Performance criteria**

This is the national standard which you must meet:

1. Encourage families to express their requirements of the service for their children
2. Provide detailed and accessible information about the service to families
3. Communicate with families using an open and welcoming approach that is likely to promote trust
4. Demonstrate a non-judgmental attitude that values diversity and recognises cultural, religious and ethnic differences
5. Discuss the options and choices available with families, encourage them to ask questions, clarify any details and agree any recorded information
6. Encourage families to share information about their child's preferences, habits and routines
7. Encourage families to express any concerns or worries about their child and any special considerations relevant to the child's care
8. Accurately record the information provided by families, reassuring them of the confidentiality of such information
9. Ensure colleagues are aware of the details of the care that is to be provided for the child

The National Standard**Element CCLD 330.2 Establish and maintain agreements with children and families****Performance criteria**

This is the national standard which you must meet:

1. Identify and agree the roles and responsibilities of family members and practitioners
2. Ensure that families are aware of the policies and procedures employed in the setting that are in line with regulatory requirements and current best practice
3. Establish that families' contact details are correct and that they understand the policy in relation to contacting them
4. Ensure that families understand and agree the details of the contract, and that they have been given a copy signed by both parties
5. Make arrangements for reviewing the agreement with families on a regular basis and amend accordingly

The National Standard**Element CCLD 330.3 Establish systems for the exchange of information with children and families****Performance criteria**

This is the national standard which you must meet:

- 1 Discuss and agree with families the information that needs to be exchanged in order to provide optimum care for the individual child
- 2 Help families to identify the benefits to themselves and their children of sharing and exchanging information
- 3 Agree with families what information should be provided daily, weekly or in the longer term
- 4 Agree with families the format for exchanging different information
- 5 Arrange regular opportunities for exchanging information at times which are convenient
- 6 Ensure families understand policies in relation to confidentiality, and the boundaries and limits of confidentiality

The National Standard**Element CCLD 330.4 Monitor and evaluate services to ensure the needs of children and families are met****Performance criteria**

This is the national standard which you must meet:

1. Regularly review children's individual needs to ensure that they are being met through the practices and procedures employed within the setting
2. Examine written documentation to confirm the child is thriving
3. Discuss services with individual families and seek their views
4. Regularly liaise with colleagues to discuss issues affecting the provision of services and to obtain their views on improvements
5. Agree and implement any changes in order that the requirements of families and the needs of their children can be met
6. Keep accurate records of meetings and discussions

What you must know and understand

To be competent in this unit, you must know and understand the following:

K3C625	Why it is important that information is provided so that it can be understood by everyone; issues that may affect the way in which information is provided to individual families
K3P626	What is meant by a non-judgmental attitude and why it is important to demonstrate to families that you value diversity
K3M627	The type of information that should be shared between setting's families and why
K3D628	What is meant by special considerations in relation to individual children
K3M629	Why it is important that responsibilities for sharing information between practitioners and families are clearly stated and understood by both parties
K3H630	What is considered to be effective practice in relation to policies and procedures to ensure children's health and well-being
K3P631	The setting's policy in relation to contacting families about their child; when families will be contacted and under what circumstances and why it is important to be clear about this with families
K3P632	The importance of signed agreements; why it is important to review agreements and under what circumstances they may need amending
K3M633	What information should be shared on a daily or weekly basis and what should be shared in the longer term
K3M634	Why it is important to keep accurate records of the information shared with families