

CLD Youth Work NOS 2019

YW01 – Initiate, build and maintain relationships with young people

Overview

Purposeful relationships with young people are at the heart of good youth work.

It is important to know how to initiate such relationships and also the ways in which they can be maintained in order for young people to learn and develop.

This standard is about initiating, building and maintaining personal relationships with young people.

This standard is suitable for all youth work practitioners.

Performance

1. establish contact with young people using suitable locations
2. initiate and hold conversations with young people at an appropriate time and place
3. provide young people with information about your role and responsibilities and how you may work together
4. agree with young people their role and responsibilities
5. respond to any questions or issues raised by young people when they are developing proposals and plans
6. maintain appropriate ethical, legal and contractual requirements in all dealings with young people
7. meet the values and principles underpinning youth work in all dealings with young people

Knowledge

1. legal, organisational and codes of practice relevant to working with young people, and their impact for communicating and dealing with young people
2. locations in the community where young people meet
3. the importance of building trust and rapport with young people, and methods for achieving this for a range of young people
4. different styles and forms of communication that may be appropriate for communicating with young people, including electronic channels
5. the importance of non-verbal communication, such as body language, and how others use and interpret body language in different ways
6. possible barriers to communication, their causes, and ways to overcome them
7. the importance of clarifying what your expectations are

8. the potential risks to your personal safety, and ways of addressing these
9. requirements regarding confidentiality, and the importance of meeting these
10. the boundaries of your personal competence and responsibility, when to involve others, and how to obtain advice and support
11. the values and principles underpinning youth work relating to the requirements of this standard

YW02 – Assist young people to engage with the youth work service

Overview

The importance of understanding how young people feel as well as what they know and can do, is one of the values and principles which youth workers are expected to know about and apply in their practice

This standard is about enabling young people to express their aspirations, concerns and development goals. It includes assisting them to prioritise their goals and to agree and realise the support that might be needed.

This standard is suitable for all youth work practitioners.

Performance

1. engage with young people in a youth work setting
2. agree and prioritise with young people their goals, and outline any options available to them that they can choose to help achieve these goals
3. assist young people to think about the factors and constraints affecting the progress of their agreed options
4. assess the ongoing activities of young people for learning opportunities which may address their needs
5. agree with young people the type and amount of support required towards achieving their goals
6. assist in securing the support agreed, in line with your level of authority and organisational requirements
7. monitor young people's activity to ensure their physical safety and mental wellbeing and respond appropriately to changes in behaviour
8. meet the values and principles underpinning youth work in relation to the requirements of this standard.

Knowledge

1. methods for establishing rapport with young people
2. why it is important to make contact with young people on their terms
3. typical issues and aspirations expressed by young people
4. sources of assistance relevant to addressing the issues and needs of young people
5. why it is important to enable young people to identify and to set their own goals, and to develop their own solutions, and methods for facilitating this process
6. why you should use young people's current activities as the starting point for developing opportunities
7. informal, formal, learning from experience, communication, critical dialogue and other learning opportunities, and associated resources available
8. how young people are motivated to achieve their goals
9. communication styles and techniques effective in developing dialogue with young people

10. your organisation's guidelines relating to child protection, health and safety, and confidentiality
11. issues of risk and personal safety, and how to address these
12. your role and levels of responsibility and who to approach in situations where these might be exceeded
13. the values and principles underpinning youth work relating to the requirements of this standard

YW03 – Comply with legal, regulatory and ethical requirements when carrying out youth work

Overview

This standard is about fulfilling the legal, regulatory and ethical requirements which impact upon youth work activities.

It also covers ensuring that own organisational youth work activities comply with the legal, regulatory and ethical requirements and are consistent with the values and principles.

This standard is suitable for all youth work practitioners. It also applies to those involved in the management of youth work activities within own organisation.

Performance

1. keep up to date with the relevant legal, regulatory, organisational and ethical requirements affecting youth work, and the impact on your own or organisational youth work responsibilities and activities
2. develop effective policies and procedures to make sure that your organisation meets the necessary requirements
3. confirm that relevant people are aware of policies and procedures for carrying out their role and that they follow them
4. monitor your own or your organisation's activity for any breaches of compliance and the impact of not fulfilling requirements
5. take action to ensure that youth work activity meets all relevant requirements including identifying, reporting and correcting any failures to meet requirements
6. provide full reports about any failures to meet requirements to the relevant people

Knowledge

1. legal, regulatory and ethical requirements impacting upon your or your organisation's youth work activities
2. the importance of fulfilling legal, regulatory and ethical requirements, and the impact of failing to do so
3. the values and culture of your organisation and their effect upon its governance
4. current and emerging environmental, social and ethical concerns and expectations relevant to youth work
5. ways in which other organisations involved in youth work address the current and emerging environmental, social and ethical concerns and expectations
6. policies and procedures within own organisation and area of youth work that are intended to make sure that the requirements are fulfilled
7. the legal framework which protects yourself and others from abuse or assault at work
8. ways in which requirements may not be met, and the risks of this occurring
9. procedures for reporting any breaches of requirements
10. procedures for dealing with non-compliance, including the necessary requirements for reporting
11. the processes for maintaining relevant policies and procedures, and for making sure that they remain effective

12. the values and principles which underpin youth work in relation to the requirements of this standard

YW04 – Develop and Maintain productive working relationships in collaboration with colleagues, agencies and stakeholders for youth work

Overview

This standard is about developing productive working relationships with others who have an interest in, or are engaged in, organisational activities related to youth work. It is about collaborative working with others in order to share resources to improve youth work provision and provide the best possible opportunities for young people in the community.

It involves being aware of the roles, responsibilities, interests and concerns of colleagues, agencies and stakeholders and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues, agencies and stakeholders is a key part of this standard.

In the context of this standard, as well as colleagues, agencies and stakeholders, 'others' can include external partners as well as local, national or global communities of interest or practice.

This standard is suitable for all youth work practitioners. .

Performance

1. establish working relationships with colleagues, partners and stakeholders
2. establish and agree with other organisations shared aims to benefit young people, and develop coordinated approaches to improving opportunities for young people towards these
3. agree with colleagues, agencies and stakeholders, the actions for everyone to take to enhance the working relationship
4. agree the working arrangements, schedule and responsibilities for undertaking the shared actions
5. follow organisational procedures when providing information to others
6. consult with others when making key decisions and when undertaking youth work activities
7. fulfil agreements made with others and revise these agreements so that they remain current
8. agree key performance measures and methods for monitoring and evaluating the agreed actions
9. monitor and review the effectiveness of working relationships with others, seeking and providing feedback, in order to identify areas for improvement

Knowledge

1. the value and benefit of developing productive working relationships with others
2. principles and tools of effective communication and how to apply them with other organisations, communities and individuals
3. why it is important to recognise and respect the roles, responsibilities, and interests of colleagues and stakeholders

4. the relevant agencies, partners and stakeholders and the nature of their interest in your organisation performance or activities
5. who from the relevant agencies, partners and stakeholders can provide information and take action towards improving opportunities for young people, their structures, and who to contact there when considering both strategic and operational issues
6. developments, issues and concerns of importance to stakeholders in youth work and how to recognise these
7. why you must take into account the culture and values of other organisations, particularly in relation to their priorities in relation to working with young people
8. the issues, needs and aspirations of young people within the community relevant to developing opportunities for young people, including enhancing youth work provision
9. the importance of monitoring wider developments in relation to stakeholders and how to do so effectively
10. current and emerging political, economic, social, technological, environmental and legal developments in youth work
11. how to identify and agree what information is appropriate and legal to provide to others, and organisational requirements for sharing information
12. your organisation's and legal procedures regarding confidentiality, data protection and reportable disclosures
13. how to identify conflicts of interest and disagreements and techniques to adopt to manage or remove them
14. the importance of effective networks, and of long and medium-term planning in maintaining effective contacts at other organisations
15. how to delegate responsibilities and allocate resources when building networks
16. why communication regarding fulfilment of agreements or any problems affecting or preventing fulfilment is important
17. mechanisms for monitoring and reviewing the effectiveness of working relationships with others
18. how to obtain, share and use feedback on the effectiveness of working relationships the legal, organisational, ethical requirements and other codes of practice relevant to working with others and young people including the local, social and political context
19. the values and principles underpinning youth work relating to the requirements of this standard

YW05 – Enable young people to identify, reflect and use their learning to enhance their future personal and social development

Overview

This standard is for youth workers whose work involves encouraging young people to reflect upon their learning and to apply this in other areas of their lives, establishing goals for their future development. It may take place in an individual or group setting.

Learning in this standard includes formal, non-formal and informal learning as well as learning from experience, communication and through discussion.

This standard is suitable for all youth work practitioners.

Performance

1. assist young people to explore the benefits of ongoing learning
2. create opportunities for young people to reflect on their learning and life experiences
3. assist young people to develop strategies to cope with challenging situations regarding their learning journey
4. assist young people to develop the ability to take charge of their own review sessions
5. assist young people to develop clear and achievable, personal and group development goals
6. assist young people to undertake activities which reflect their learning style to achieve their goals
7. signpost sources of support which will help young people to carry out and review their learning and development

Knowledge

1. activities and methods for explaining and promoting the benefits of ongoing learning, and associated sources of support for young people
2. the importance of encouraging young people to reflect on their own experiences and draw their own learning from them
3. techniques for creating an environment where it is safe to communicate openly and honestly about experiences, learning and aspirations
4. techniques for facilitating and monitoring group dynamics, enabling young people to focus on important issues for them, including those they find challenging
5. how to empower young people to take ownership of the learning process
6. how to work with young people to identify achievable goals, and mechanisms for recording young people's development

7. methods of learning and other theories relevant to development planning
8. the importance of giving and receiving feedback effectively and methods for achieving this with young people
9. activities and techniques that can be used for monitoring and reflecting on personal and group development
10. the sources of support for young people as they implement their development plans and deal with issues which are beyond your remit
11. how learning from youth work experiences might be applied in other areas of life
12. how and when to use accreditation to enhance young people's learning
13. types of accredited learning
14. the value of informal, non-formal, formal, learning from experience, communication and how these can enhance the development of young people
15. the values and principles underpinning youth work relating to the requirements of this standard

YW06 - Engage young people with being responsible citizens through their active involvement in youth work

Overview

The importance of participation and the active involvement of young people are values which youth workers are expected to know and apply in their practice, and which underpin this standard.

This standard is for youth workers who encourage young people to become informed, engaged and responsible citizens, developing an understanding of the wider community and their place within it.

It includes encouraging and supporting young people to become involved in their local and wider communities and promoting an understanding of how to be effective in connecting with, challenging and making a positive contribution to change in these communities.

In the context of this standard, wider communities can include social, cultural or personal groups, as well as local, regional, national and global communities which may be subject to democratic or political process.

This standard is suitable for all youth work practitioners.

Performance

1. provide young people with information relating to the wider local, national and global communities and explore the benefits of them becoming involved with these
2. enable young people to identify their starting point in terms of self-awareness and self-confidence
3. assist young people to examine any risk that may be involved while working on their youth work goals
4. discuss with young people ways of how they may participate in the wider community and encourage them to challenge ideas and decision making
5. involve young people in agreeing and organising activities designed to develop their engagement as citizens, taking into account factors to mitigate risk
6. check that there are adequate resources for young people to progress the activities chosen as they plan their objectives
7. assist young people to carry out risk assessment during the activities and to take the appropriate actions to refine the goals
8. explore and agree with young people the criteria for assessing risk and evaluating activities and how progress will be monitored
9. check that the activities are progressing and meeting objectives
10. encourage young people to reflect on and discuss the learning points arising from activities and to use this learning to develop themselves as effective citizens

Knowledge

1. the benefits of encouraging and supporting young people to broaden their horizons, and in connecting to and involving themselves in the wider community, and of being effective citizens

2. what is meant by effective citizenship, including its relation to families, local communities, local and national government, and international and global affairs
3. how citizenship is addressed in the learning environment, and how youth work activities can complement this
4. the democratic process and the role of local and central government including key decision-making roles and responsibilities
5. the nature and aims of the main political parties
6. opportunities and activities to enhance young people's involvement and participation in wider communities, including volunteer and leadership opportunities, and how to access, create and implement these
7. barriers and constraints that young people consider to be hindering their ability to fulfil their potential as effective citizens, and appropriate actions towards overcoming these
8. legal and organisational requirements relating to managing risks with young people and the impact of these requirements on your role.
9. types of risk and the factors which create different types of risk
10. key stages in the risk management process
11. the values and principles underpinning youth work relating to the requirements of this standard

YW07 – Address the concept of values and beliefs with young people

Overview

This standard is about working with young people to facilitate the exploration of their values and beliefs, in relation to themselves and others.

The exploration of values and beliefs can cover a broad spectrum of topics such as: community, cultural values, discrimination, environment, ethics, faith, global issues, health, ideological beliefs, inter- and intra- group or community conflict, morality, philosophical beliefs, political views, relationships, religious beliefs and spirituality, including convictions of non-belief.

The standard includes enabling young people to increase the sense of their own value through self-awareness and to build their self-esteem. It facilitates young people to think critically about the values and beliefs they hold, how they have acquired these and to understand the positive and negative effects these may have on their lives and the lives of others.

As youth work strives to make an active contribution to the development of a society with different characteristics and diverse views, the exploration of values and beliefs must be conducted within the context of promoting good relations and equality of opportunity for all.

This standard is suitable for all youth work practitioners. It can be interpreted and applied as appropriate to the context in which youth workers operate and it is not intended to be restrictive or exclusive.

Performance

1. ask young people what is meant by 'values' and 'beliefs' and what they think the connections and differences may be between them
2. inform young people about the role of nature, nurture, context and community in the development of 'values' and 'beliefs'
3. check that the environment within which the exploration takes place is safe and appropriate for yourself and the young people, following organisational procedures
4. discuss with young people the choices they can make regarding their values and beliefs
5. demonstrate to young people how to share your own understandings of values and beliefs without imposing these upon others
- 6.
7. meet the values and principles underpinning youth work when working with young people to explore and develop their values and beliefs

Knowledge

1. what is meant by 'values and beliefs', and why it is important to encourage young people to explore their own values and beliefs
2. the importance of building trust with young people in order to have conversations about values and beliefs, and how to establish trust
3. values and beliefs, and other external factors that young people may encounter that can influence their own values and beliefs
4. differing contexts, cultures and perspectives regarding values operating within young people's communities, in wider society and nationally
5. the relationship between values, beliefs and behaviour

6. techniques and activities which encourage young people to become more self-aware and recognise their self-image
7. the potential effects and consequences of positive or negative self-image, and self-esteem
8. the importance of respecting the right of a young person to hold a view of the world and themselves
9. activities and techniques that can provide young people with a sense of success and self-worth
10. the values and principles underpinning youth work relating to the requirements of this standard

YW08 – Advocate with and on behalf of young people so that their interests are represented

Overview

The importance of participation and the involvement of young people are some of the values which youth workers are expected to know about and to apply in practice. Encouraging young people to take part and become involved in advocacy supports the development of young people's skills and confidence.

This standard is about supporting young people to develop their communication skills to represent their views and values and those of their peers, to others. It also includes identifying what the needs and interests of individuals or groups of young people are and presenting their needs and interests accurately and fairly.

This standard is for youth workers who communicate and act on behalf of young people, and/or who encourage young people to represent themselves.

This standard is suitable for all youth work practitioners.

Performance

1. choose models of advocacy to use with young people
2. agree with young people the key issues they wish to address through advocacy, the desired outcomes and the information requirements
3. assist young people to engage with appropriate people, including decision makers
4. discuss and agree with young people opportunities to participate and to represent themselves
5. assist young people to collect sufficient and valid information to enable them to support and present their views and interests
6. agree with young people how to tailor their presentation of their views and interests to different audiences
7. assist young people with planning what they want to communicate
8. help young people to develop strategies to cope with any constraints or barriers they face in doing this
9. review available information about the needs of young people and collect additional information so that you can advocate on their behalf where necessary
10. present the interests of young people to the audience, listen to the response of others and offer constructive feedback
11. record and maintain records of the information presented and the actions taken
12. review the outcomes of the representations with young people, and agree appropriate consequent actions
13. comply with relevant codes of practice, guidelines and ethical requirements and work in line with youth work values

Knowledge

1. your role and responsibilities within the advocacy of young people's views and interests
2. models, methods and techniques of advocacy
3. typical circumstances where young people may need advocacy
4. factors affecting the ability of young people to participate and represent themselves

5. methods of assessing the maturity, skills and confidence of young people relevant to presenting their views and interests
6. the importance of establishing realistic goals for the outcome of representations
7. how to agree the advocacy needed with and for young people including the goals, information needed and how to present the case
8. the range of situations where representation may take place, and the factors to consider in preparing for these
9. who to contact in order to pursue the interests of young people
10. the type of information needed and how to obtain additional information to ensure accurate and fair advocacy
11. the importance of preparation when presenting views and arguments, the needs and expectations of the audience, and methods of achieving this
12. the difference between decision makers and those who influence the decision-making process, and the importance of each
13. communication skills appropriate to presenting views and interests
14. typical issues and areas of concern raised through advocacy and ways to resolve them
15. how to provide feedback and review the outcomes of advocacy with young people
16. how to take any required action following the advocacy representation
17. legal, organisational and ethical codes of practice, guidelines and requirements relevant to youth work and your own role
18. the values and principles underpinning youth work in relation to the requirements of this standard

YW09 – Plan, prepare and facilitate activities with young people

Overview

This standard is for youth workers involved in developing activities for and with young people, which is a key part of many youth work roles.

It covers the planning, preparation and facilitation of activities involving young people. It also includes involving young people in the design and development of activities.

This standard is suitable for all youth work practitioners.

Performance

1. Make suggestions to young people for activities they may wish to participate in which are relevant to their needs and appropriate for the setting
2. assist young people to agree and record the steps and actions to be taken to achieve agreed activities
3. agree with young people the ground rules and aims for the activity and any criteria against which the success of the activity is to be monitored and evaluated
4. agree with the young people involved how concerns, constraints or potential barriers to achieving the activity goals should be addressed
5. praise young people when they make successful contributions and complete activities
6. involve young people in monitoring and evaluating the effectiveness of the activity and identify ways of enhancing activities
7. work within the existing curricula or programmes where relevant and applicable

Knowledge

1. the legal and organisational requirements that are relevant to your work with young people, including those of your and other relevant organisations
2. the importance of agreeing relevant and appropriate activities with young people
3. methods and tools suitable for planning youth work activities
4. processes and techniques for designing and developing activities with young people
5. the importance of designing activities which take account of the methods of learning preferred by those participating, and how to do this
6. how to identify and overcome barriers to effective learning and activities and methods for addressing these
7. the types of settings and resources required for activities, and opportunities, options and constraints towards obtaining these within budget and time requirements
8. ways of encouraging young people to participate in agreed activities
9. why it is important to monitor the group dynamic for conflict and how to address this promptly and fairly
10. effective ways of working with and involving young people in the setting of criteria for monitoring and evaluation of activities
11. how to recognise achievement, and to provide positive and constructive feedback to young people

12. the values and principles underpinning youth work relating to the requirements of this standard

YW10 – Manage resources for youth work activities

Overview

This standard is for youth workers who support young people to manage resources, including finances, for an event, activity and/or project. It is also suitable for those who manage the resources and finances of such a project themselves.

This standard includes working with young people to draw up a financial and project plan for an event, activity and/or project, managing the resources required, monitoring the income and expenditure and keeping accurate records.

This standard is suitable for all youth work practitioners.

Performance

1. establish the available budget for the proposed activity
2. agree with young people the resources needed for the proposed activity, including the necessary skills, people's time, equipment and materials
3. assist young people to identify any gaps in the available resources required, to explore options for meeting the gaps, and the impact upon budgets
4. assist young people to develop and implement realistic plans for raising money and obtaining further resources
5. assist young people with applications for funding
6. involve young people in preparing an accurate project plan for the required activity which sets out a schedule of actions
7. agree the project plan and budget with the young people involved and any further relevant parties
8. work with young people to establish a system for monitoring progress against the schedule and budget
9. monitor the expenditure and any income whilst the activity is being progressed, identifying any significant variations from the budget, the reasons for these, and take appropriate action
10. assist young people to review the outcomes of the activity, including how resources were managed, and use the findings to make recommendations to inform future work
11. keep clear, accurate and comprehensive records following your organisation's policies and procedures for records keeping
12. put contingency plans in place

Knowledge

1. legal, regulatory and ethical requirements relating to youth work, and their impact on your area of operations
2. legislation and organisational guidelines relating to raising money or other resources for youth work activities
3. the information required and their sources for preparing a realistic estimate of the budget and resources necessary for the activities

4. why it is important that young people participate in identifying, planning, and managing resources
5. the importance of spending time on, and of consulting with relevant parties when identifying the resources required and establishing a budget for activities
6. how to prepare, agree and monitor a budget with young people
7. financial accountabilities and the extent to which people are financially responsible within your organisation
8. how to evaluate resource requirements and identify gaps
9. why it is important to support young people in obtaining their own resources for activities
10. the range of available resources, both within and outside own organisation
11. how to set, monitor and document action plans with young people
12. systems for tracking income and expenditure during implementation of an event, activity or project
13. why it is important to monitor expenditure carefully and involve young people in the monitoring
14. the importance of providing accurate and regular information regarding performance against the budget to relevant people
15. the limits of your authority, and to whom to refer to when necessary
16. the values and principles underpinning youth work relating to the requirements of this standard

YW11 – Access information with and for young people to inform decision making

Overview

This standard is about supporting young people to identify and access the information they need to help them make informed decisions. It also covers providing appropriate and factual information.

Providing support is within the boundaries of the youth worker's role and does not remove the young person's right of empowerment. It is not intended to cover the more formal process of counselling.

This standard is suitable for all youth work practitioners.

Performance

1. establish and assess the nature of information and support which is sought by young people
2. source up to date and factual information in line with organisational procedures
3. assist young people to source, collect, present to others and retain the information they need in relevant media
4. review with young people the information obtained, help them to locate additional information sources and to take appropriate action where it may be out of date or misleading
5. assist young people to organise information to generate options for decision making
6. confirm with young people how they intend to use the information they have accessed
7. plan and agree with young people what support they will be provided with
8. offer assistance to young people when they are using new forms of media to ensure they are safe and free from bullying and harassment
9. evaluate the effectiveness of information and support provided and use this to inform future support requirements
10. monitor and take action to maintain the currency of information accessed
11. ensure that information is obtained and stored in accordance with legislative and organisational requirements and practices
12. provide support in line with your own levels of responsibility and the youth values and principles

Knowledge

1. why it is important for young people to be able to access information for themselves from a wide variety of sources
2. typical information needs of young people
3. your organisation's procedures for supporting young people when accessing information
4. sources of information relevant to young people
5. the individual's rights to information
6. the principal types of media used by young people for accessing, storing and displaying information
7. factors affecting accessibility of information
8. ways to access and provide information that facilitates effective decision-making and enables action planning towards outcomes

9. how to keep young people safe when accessing new forms of media
10. the importance of maintaining young people's rights to make their own decisions and techniques to support them in doing so
11. the support young people may need to understand information, make decisions and plan actions and outcomes
12. ways to ensure that information is kept up to date
13. legislative and organisational requirements related to data protection, copyright, intellectual property and freedom of information
14. the importance of ensuring that information is obtained and stored in line with your organisation's policy and practice
15. K15 the values and principles underpinning youth work in relation to the requirements of this standard

YW12 – Assist young people to know and promote their rights

Overview

Facilitating and empowering the voice of young people is one of the values which youth workers are expected to know about and apply in their practice.

This standard includes working with young people to promote and embed their rights within youth work activities, and other areas of their lives.

This standard is suitable for all youth work practitioners.

Performance

1. use a rights-based approach when working with young people
2. assist young people to adopt techniques that will help them to express their views and opinions
3. provide young people with suggestions regarding how to present their ideas to others taking account of their rights and those of others
4. advocate with, and on behalf of, young people with peers, colleagues and other stakeholders
5. take action to manage instances of oppression and discrimination amongst and against young people within the boundaries of your role
6. carry out your role in accordance with relevant guidelines and codes of practice regarding the rights of young people

Knowledge

1. legal, regulatory and codes of practice requirements addressing the rights of children and young people including their local, social and political context
2. key national organisations and local agencies responsible for setting out and monitoring the rights of children and young people
3. the importance of taking into account the views of others in relation to upholding the rights of young people
4. your organisation's procedures requiring you to be aware of and challenge oppression and discrimination
5. principles of effective communication and how to apply these to communicate effectively with young people, other agencies and stakeholders
6. the values and principles underpinning youth work in relation to the requirements of this standard

YW13 – Assist young people with monitoring their health and wellbeing

Overview

This standard is for youth workers who aim to address and improve the well-being of young people.

It covers working with young people to identify issues which may affect their well-being and includes encouraging young people to take reasonable care and to take responsibility for ensuring their own well-being.

Within this standard 'well-being' includes the personal, physical and emotional health of young people.

This standard is suitable for all youth work practitioners.

Performance

1. agree with young people the typical factors that could impact their health and well-being
2. establish key criteria to be used by young people to define their state of health and well-being
3. assess the young people's well-being using the agreed criteria
4. discuss the outcome of the assessment with the young people and assist them to develop criteria for strategies to enhance their health and well-being
5. provide relevant and up to date information, advice and guidance to young people, in line with your own competence and responsibility
6. direct young people to reflect upon their behaviour and determine the causes and consequences of their actions
7. remind young people to check upon their progress, and to recognize achievements and address ant setbacks
8. maintain confidentiality and records as appropriate in line with legislative and organisational requirements

Knowledge

1. legal and organisational requirements, including the local, social and political context, impacting upon the provision of information, guidance and support relating to the well-being of young people
2. legislative and organisational requirements relevant to the storage, retention and maintenance of information
3. your organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
4. the principal agencies and referral routes available to support young people regarding their health and well-being, and the routes for accessing these
5. the importance of maintaining the young person's right to make their own choices
6. local and national socio-economic issues and their impact upon the well-being of young people
7. factors affecting the well-being of young people within the local community, including the digital community

8. why it is important for the young person to control the progress and content of discussions, how to make suggestions and when to provide up to date information
9. why it is important to be non-judgemental about the ways that young people choose to live and the choices they have made
10. why it is important to help young people consider the causes and effects of their choices and behaviour on themselves and others and methods of doing this
11. how culture, beliefs and preferences can affect a young person's willingness to discuss issues and the strategies which may be used to encourage this
12. strategies for encouraging young people to discuss issues openly and honestly, how to respect and acknowledge other's priorities in relation to their well- being and their right to refuse suggestions and information
13. your role and responsibilities and from whom assistance and advice and support should be sought when necessary
14. the values and principles underpinning youth work in relation to the requirements of this standard

YW14 – Equip young people with safeguarding techniques

Overview

This standard is about working with young people towards understanding their own environment and lifestyle choices and safeguarding their own welfare.

It includes assisting young people to identify, assess and address hazards in their environment and risks associated with their lifestyle, as well as encouraging and enabling young people to take responsibility for addressing those risks.

This standard is suitable for youth work practitioners.

Performance

1. provide young people with information about types of hazards that are associated with their environment and agree with them those that are relevant to safeguarding their welfare
2. assist young people to assess potential hazards associated with their environment, and to establish the risks to their own welfare associated with their lifestyle
3. assist young people to access sources of support, and actions which they can take, to address the risks identified
4. agree with young people the guidelines for youth work
5. designed to maintain their physical and emotional safety, in line with your organisation's procedures and the responsibilities of your role
6. take action if young people present are distressed in line with legal and organisational procedures

Knowledge

1. legal and organisational requirements and practices relating to duty of care, health, safety and protection of individuals and communities
2. definition of a hazard to individual welfare, and the typical types of hazards affecting young people, including those associated with the environment, activities, practices and behaviour
3. the principal types of risks affecting young people's physical health and safety, and their emotional welfare within the local community
4. risks and hazards that may occur when young people access new forms of media, such as cyber-bullying and online harassment
5. own scope and responsibility for identifying and managing risks, and to whom to refer any risks outside own area of responsibility
6. the importance of self-worth and self-esteem to young people in managing risks within their lives
7. the importance of encouraging young people to take responsibility for their own safety
8. how to negotiate and agree safety ground rules for youth work with young people
9. sources of advice and guidance on risks to young people
10. signs that indicate distress in young people
11. methods to check a young person's understanding of discussions, including summarising and clarifying
12. how to carry out a risk assessment

13. how to assist young people to consider risk and make reasoned decisions and take control in manner which is in line with their abilities and your organisation's procedures
14. the values and principles underpinning youth work in relation to the requirements of this standard

YW15 – Monitor and review your organisation’s policy and practices for the protection and safeguarding of young people and self

Overview

Safeguarding young people is one of the values which youth workers are expected to know about and apply in their practice

This standard is about contributing to and creating an organisational culture of protection and safeguarding, with a focus on ensuring that effective policy and procedures is in place.

This standard is suitable for youth workers, with management responsibility for ensuring an effective policy for the protection of young people within their organisation.

Performance

1. Safeguard and protect young people following legal, regulatory, codes of practice and duty of care requirements
2. confirm that colleagues and young people are aware of the safeguarding policies and procedures, and the rationale for these
3. implement recruitment and employee checking procedures for employees and volunteers in accordance with current legislation and organisational requirements
4. use supervision as a means of safeguarding young people
5. provide induction and continuous professional development support for employees and volunteers on the application of good practice
6. offer assistance to young people when they are using new forms of media to ensure they are safe and free from bullying and harassment
7. agree with relevant colleagues the procedures and actions to be taken to deal with and report suspicions, allegations and incidents breaching good practice
8. agree procedures to be followed with respect to confidentiality, disclosure and consent

Knowledge

1. current legal, regulatory and codes of practice requirements and duty of care regarding the protection and safeguarding of young people
2. your organisation’s requirements, policy and practice regarding safe recruitment, safeguarding and including obtaining informed consent when necessary
3. the importance of establishing policy that recognises that the safety of the young person is paramount, and that all staff, including volunteers, have a responsibility to report any concerns to the relevant person
4. principles underpinning policies and procedures to protect and safeguard young people
5. the importance of involving young people in the development of policies and procedures, and methods of achieving this
6. effective methods of communicating and monitoring the policies and procedures, and of supporting the way they are applied in your organisation
7. the monitoring and review criteria to use to check the effectiveness of policies and procedures to protect and safeguard young people
8. actions to be taken when there has been a breach of policy or procedure

9. the policies and procedures adopted by partner organisations towards protecting young people
10. agencies and stakeholders in your own and other sectors providing support and from whom information can be obtained and referrals can be made for safeguarding and protection
11. the importance of encouraging exemplary practice towards safeguarding and protecting staff from false allegations
12. the limits of confidentiality, when it is important to disclose and the procedures for doing so
13. good practice in recruitment, induction and continuous training support for the protection and safeguarding of young people and self
14. the procedures for the safeguarding and protection of young people and self, including digital safeguarding
15. how to provide induction and continuous professional development support for employees and volunteers on the application of good practice
16. the values and principles underpinning youth work in relation to the requirements of this standard

YW16 – Develop a culture and ethos that promotes inclusion and values diversity

Overview

The principles of equity, diversity and interdependence underpin all youth work practice and is one of the values which youth workers are expected to know about and apply in their practice

This standard is about developing a culture and ethos within your organisation which promotes inclusion, equality of opportunity and values diversity. It includes working with young people and colleagues to establish and embed a positive culture.

This standard is suitable for all youth work practitioners.

Performance

1. promote a culture of inclusion, equality and diversity as you carry out your role
2. assist young people to develop knowledge, respect and tolerance towards others and outline your organisation's expectations in this regard
3. provide young people with information about how to acknowledge any issues or concerns regarding inclusion, equality and the valuing of diversity within the context of your role and how to act on this
4. check that young people and colleagues put policies and procedures for equality, diversity and inclusion into practice
5. address any instances of oppressive or discriminatory practice or behaviour that you are aware of
6. investigate complaints following your organisation's procedures
7. seek advice to deal with instances of oppressive or discriminatory behaviour which is outside your experience or limits of responsibility
8. check that your organisation's inclusion and diversity policy and practice to promote and support youth work values
9. support young person to reflect on own values and provide opportunities to test out these values

Knowledge

1. legal and regulatory requirements, regulations and codes of practice and ethical considerations impacting upon promoting inclusion, equality and the valuing of diversity
2. local issues, wider structural inequalities and other factors impacting upon upholding inclusion, equality of opportunity and diversity
3. the importance of promoting and motivating young people to develop a culture which promotes inclusion, equality and values diversity and is respectful and tolerant of those with different beliefs, non-beliefs, disability, gender, identity, values, background, other cultures and faiths
4. principles and methods used to promote inclusion, equality and the valuing of diversity
5. what constitutes oppressive and discriminatory behaviour and ways to tackle it
6. your organisation's procedures to deal with complaints about oppressive or discriminatory behaviour

7. why it is important to address oppressive or discriminatory behaviour promptly and correctly
8. your role and responsibilities in promoting equality and inclusion and valuing diversity with young people and colleagues
9. agencies and partners to whom you can refer or get support to promote or embed inclusion, equity and diversity
10. why it is important to ensure that inclusion and diversity policy and practice promotes and support youth work values
11. the values and principles underpinning youth work in relation to the requirements of this standard

YW17 – Determine, evaluate and prioritise your organisation’s objectives for youth work in the community

Overview

Investigating and identifying the needs of young people and the local community in relation to youth work helps to determine existing provision and contributes to developing and enhancing the provision of youth work within the community.

This standard is about investigating those needs and analysing whether existing provision meets identified needs.

It covers evaluating and analysing information, in order to draw conclusions about the needs of young people and the community. It includes making recommendations and prioritising needs in line with the organisations’ own remit and ability to provide opportunities and activities.

This standard is for those involved in informing or developing youth work operational planning in their organisations, as well as those who contribute to developing and improving youth work provision in the community.

Performance

1. gather available information so that you can assess the needs and issues regarding the provision of youth work
2. determine the level and nature of youth work provision in the local community
3. determine the needs of young people within the community to inform the requirements for youth work provision
4. discuss and agree with young people the opportunities for enhancing and developing your organisation’s provision
5. determine the future requirements of stakeholders and agencies through consultation about the provision of young people
6. collate and assess findings, identifying trends and patterns which will help you with your operational planning
7. check for any gaps in your organisation’s current provision
8. evaluate your findings, draw conclusions and make recommendations for the range of activities required by young people and the community, taking into account the feasibility and benefits for your organisation

Knowledge

1. legal, regulatory and ethical requirements impacting upon the provision of youth work, and in investigating needs
2. the types of information that might be provided by young people, relevant agencies and other stakeholders appropriate to establishing community needs from youth work
3. methods of obtaining feedback from young people and relevant agencies and stakeholders, and their relative advantages and disadvantages
4. factors influencing youth work provision in the community
5. the importance of ensuring objectivity when evaluating feedback and the factors to consider when assessing its validity
6. who the relevant agencies and stakeholders are

7. techniques for analysing qualitative and quantitative information
8. the concept of needs analysis
9. the importance of long and medium-term planning to the successful achievement of your organisation's objectives
10. how to access sources of information and support in investigating community needs and identifying opportunities for youth work
11. the importance of making a financial assessment of the opportunities identified, and how to do this
12. the values and principles underpinning youth work in relation to the requirements of this standard

YW18 – Influence and develop youth work strategy

Overview

This standard is about presenting information to support the formulation of strategy, policies and activities for youth work provided by the organisation, as well as contributing to reviews and influencing local, regional and national policy.

It includes determining strategic priorities for youth work, developing an associated strategic plan for the delivery of youth work and monitoring the operations in relation to overall objectives.

This standard is suitable for youth worker practitioners and managers who are involved in contributing to and influencing youth work strategy, such as making suggestions for improvements. It is also suitable for those who develop youth work strategies, prioritise resources and plan and agree associated programmes of youth work.

Performance

1. consult with agencies to obtain information appropriate to those parts of the community served by your organisation
2. ascertain trends and developments in the interests, needs and involvement of young people in the youth work activities in the community, and their impact upon youth work provision
3. prioritise changes required in policies, plans and activities according to the extent to which they have addressed the needs of young people
4. assess available options for choosing youth work programmes which are consistent with the priority areas and their needs
5. develop recommendations for improving the procedures for implementation of the youth work strategy and procedures
6. determine and agree with relevant people the priority areas for the focus of your organisation's resources
7. present recommendations for enhancing youth work strategy, policy and provision to the relevant people
8. assess and analyse risks associated with the options proposed balancing the identified risks with the desired outcomes
9. look for opportunities for strategic partnerships and links with other agencies towards achieving the required aims
10. agree with relevant parties the steps to develop new opportunities and associated activities, and the actions, resources, roles and responsibilities of all those involved
11. apply key performance measures and methods for monitoring and evaluating the effectiveness of agreed programmes and strategy

Knowledge

1. legal, regulatory and ethical requirements which relate to youth work, and the impact on your own activity
2. methods of forecasting trends and developments and identifying factors which may affect policies and strategies in youth work
3. the role of your organisation, its activities, policies, strategies and procedures

4. the importance and value of long and medium-term planning to the success of the organisation
5. the functions, needs, expectations and activities of principal and other agencies within youth work and how they relate to your own organisation
6. relevant individuals and community groups who have a stake in the development of youth work policy and strategy and factors affecting their support for youth work
7. the principles and processes which underpin policy and strategy development and the factors and priorities which may influence the development and acceptance of policies
8. methods and tools to analyse and evaluate relevant information and assess implications, and draw conclusions
9. methods to involve and consult with communities and other agencies, partners and stakeholders when agreeing priorities and developments
10. the common issues which may be experienced when seeking to implement new strategies
11. how to develop plans and programmes for youth work opportunities which identify activity, roles, resources and other key areas
12. the resources available to your organisation and sources of information that can aid the prioritisation of resources
13. how to assess potential risks in relation to the achievement of aims and how to mitigate these risks
14. the principles of confidentiality, and how to develop guidelines for exchanging information between individuals and agencies
15. your role and responsibilities and from whom assistance and advice should be sought where necessary
16. the values and principles underpinning youth work in relation to the requirements of this standard

YW19 - Secure funding and resources for youth work

Overview

This standard is about determining sources of funding and other resources for work with young people and establishing good working relationships with actual and potential fund holders. It includes submitting proposals for funding, or other forms of support, and negotiating the terms of proposals to a successful conclusion.

This standard is suitable for youth work practitioners and managers who have responsibility for securing finance to develop youth work provision.

Performance

1. establish an up to date list of individuals and organisations that provide resources currently, and which might provide resources for future activities
2. develop fully costed proposals and recommendations for obtaining the finances and other resources required to deliver proposed youth work activities
3. agree proposals and recommendations with relevant stakeholders
4. make bid proposal submissions to potential funders
5. address any requests for further information and clarification
6. agree contractual arrangements with funders which set out the terms of the resource provisions
7. update all relevant parties regarding the outcome of the proposal
8. provide those who will make use of the resources with information about any conditions attached to the funding
9. develop contingency plans to address any problems regarding the spend requirements
10. implement a system for effective funding source monitoring

Knowledge

1. guidelines and codes of practice and any legislative, regulatory and ethical requirements in relation to types and providers of funding for youth work
2. the objectives, plans and resources of your own organisation
3. the proposed activities of your organisation, including those which require finance and resources
4. the organisation's stakeholders and their views in relation to the financing of the organisation's activities
5. the current types and providers of finance and other resources used by own organisation, and other potential types and providers of finance and their associated benefits and risks
6. sources of information on resourcing opportunities, including those within the statutory, private, voluntary and charitable sectors
7. how to make a business case and promote the benefits of the proposed youth work projects
8. the scope, available resources and purpose of the funding body being approached, and any constraints under which they operate
9. what information is required by the funding body and the correct format for the presentation of the proposal

10. relevant people in your organisation and any key stakeholders who should be consulted on proposals and recommendations for obtaining finance and resources
11. the importance of submitting clear proposals of bids or applications to providers of finance and other resources, and of allowing sufficient time for consideration
12. the type of agreements that should be put in place with providers of finance and what they should cover
13. the type of actions that might need to be taken in the event of a shortfall in funding
14. why it is necessary to put contingency plans in place in relation to obtaining finance and the type of contingencies that might occur
15. the values and principles underpinning youth work in relation to the requirements of this standard

YW20 – Engage young people in the strategic development and delivery of youth work

Overview

This standard includes helping young people to consider factors impacting upon the decisions to be made and ensuring they are involved in both the decision-making process and in assessing the impact and risks associated with the decisions.

The participation and active involvement of young people are some of the key values which underpin this standard, and which youth workers are expected to know about and apply in their practice.

This standard is suitable for youth work practitioners and managers who engage with young people in order to inform the strategic development and delivery of youth work in their organisation.

Performance

1. engage with young people and encourage them to express their views regarding the provision of youth work in their community
2. provide young people with information about the factors impacting upon current and future provision of youth work within their community
3. agree with young people the priority areas for the focus of your organisation's resources, together with an agreed rationale
4. facilitate young people's exploration of options for youth work activities towards addressing the agreed priorities
5. agree the preferred option(s) with young people
6. engage and involve young people when working with relevant stakeholders and agencies to design and achieve the preferred option(s)
7. agree with young people key performance measures, and methods for monitoring and evaluating agreed actions and activities.

Knowledge

1. legal, regulatory and ethical requirements impacting upon youth work
2. the importance of involving young people in the strategic development and delivery of youth work, and methods of achieving this
3. the importance of communicating effectively with young people, and how to do this across a variety of groups of young people
4. your community, the factors affecting the demand for youth work and the needs and expectations of young people within the community
5. factors to consider when profiling different neighbourhoods and other potential risks to achieving your aims
6. other agencies involved in youth work within your community, and the key features of their programmes
7. principal factors affecting the likelihood of support for youth work within communities and amongst individuals and methods of assessing these factors
8. the needs and expectations of your organisation and other agencies, relevant to providing youth work programmes
9. sources of information that can aid prioritising of resources

10. the importance of consulting with colleagues, young people, other partners, providers and agencies when seeking to agree priority areas and associated youth work programmes
11. how to develop measures and methods for monitoring and evaluating the success of youth work programmes
12. the importance of sharing information between individuals and agencies
13. methods for disseminating effective practice in youth work
14. the values and principles underpinning youth work in relation to the requirements of this standard

YW21 – Monitor and evaluate the quality of youth work strategy and delivery

Overview

This standard is about monitoring and evaluating the quality of youth work activities and programmes, recognising that positive benefits may take time to be achieved. It includes involving young people fully in the process, together with any further colleagues, stakeholders or other organisations involved in the youth work being monitored.

In this standard the term ‘other organisations’ is used to refer to all relevant and suitable agencies, partners and providers, including local communities, external to your organisation.

This standard is suitable for youth work practitioners involved in working with young people to monitor and evaluate the quality of youth work.

Performance

1. check that young people use the criteria for evaluating the outcomes of youth work activities
2. check that the young people have a process for recording their youth work activities
3. encourage others involved with the youth work activities to provide feedback and evidence towards the progress made against agreed objectives
4. review the outcomes achieved by the youth work activities
5. compare the outcomes achieved against the agreed evaluation criteria
6. record the successes and lessons learned and use evidence for future youth work planning
7. provide evidence and information regarding youth work activities which were effective to others, setting out and promoting clearly the nature of the activities and why they achieved their objectives
8. record and maintain monitoring and evaluation evidence
9. make relevant evidence and information available to others

Knowledge

1. legal, regulatory and ethical requirements relevant to youth work and their impact in your own area of work
2. the importance of monitoring and evaluating the impact of youth work activities, and how to do this, including the evidence required
3. the importance of involving young people, colleagues, stakeholders and other relevant organisations involved in the activities, and methods for achieving their involvement
4. the indicators, evidence and criteria which is effective for evaluating the outcomes and success of youth work activities
5. sources of evidence and information appropriate to monitoring youth work activities, how to access these and methods of verifying and corroborating the information
6. your organisation's objectives relating to youth work provision and the related activities
7. the importance of promoting the success of youth work, and methods of achieving this, including the dissemination of effective youth work practice
8. your role and responsibilities, and from whom assistance and advice can be sought

9. the values and principles underpinning youth work in relation to the requirements of this standard

YW22 – Work as an effective and critically reflective youth work practitioner

Overview

This standard is about reflecting on your own effectiveness as a youth work practitioner, identifying ways in which you can improve your practice and taking appropriate action to maintain continuous professional development.

This standard is suitable for all youth work practitioners.

Performance

1. review the current and future requirements of your role in line with legislative requirements and the values and principles of youth work
2. record your critical reflections on your own values, interests and priorities with respect to the young people with whom you work
3. monitor the outcomes of your practice and identify areas for development and improvement
4. review and update your development priorities and objectives to ensure that they focus on improving outcomes for young people
5. apply the outcomes of your reflection and development to improve your own practice in upholding the values and principles of youth work and in delivering your organisation's objectives
6. make best use of sources of support and opportunities for continuous professional development and to address areas of weakness

Knowledge

1. the values, objectives and priorities of your organisation
2. your personal values, interests and priorities and how these affect your practice and the young people with whom you work
3. the requirements of your work role, and the boundaries of your responsibility and authority
4. ways to reflect upon your values, principles, practices, strengths and areas for development
5. the importance of reviewing and reflecting on your work on a regular basis and seeking ways to improve
6. ways to gain objective feedback from young people, colleagues, managers and partners on your performance as a youth work practitioner
7. how to identify personal and professional development priorities and objectives which will improve your competency and effectiveness as a youth work practitioner
8. learning and development opportunities which meet own preferred learning methods and address identified gaps in your knowledge and skills
9. available forms of help and support for self and others and how to access them
10. why you should seek regular feedback on your practice from young people, colleagues, managers and partners
11. how to continuously review your development priorities and objectives to ensure they help you to uphold the values and principles of youth work and improve outcomes for young people
12. the learning and development requirements of the youth work practitioner role

13. the values and principles underpinning youth work in relation to the requirements of this standard

YW23 – Provide leadership to other youth workers and volunteers

Overview

This standard is about providing youth work support, mentoring, coaching and advice to other workers. It includes sharing own youth work professional practice when providing support.

This standard is suitable for youth work practitioners who work with others to provide youth work services and provide them with support and advice without having line management responsibilities.

It is suitable for youth workers who are supporting others to develop their youth work practice. In the context of this standard, other workers can mean those within and external to your organisation, including those who may not have a specific youth work role and responsibilities.

Performance

1. provide other workers with youth work support, mentoring, coaching and advice
2. help others in your work area to develop their own ways of working and take their own decisions within agreed boundaries
3. encourage other workers to take a lead in their own areas of expertise and show willingness to follow this lead
4. work within any required structures, procedures and requirements of your own and other organisations when providing support to other workers
5. work in line with the values and principles underpinning youth work when working with others
6. resolve any difficulties and challenges other workers and volunteers present to you

Knowledge

1. legal, regulatory and ethical requirements relating to youth work, and their impact on own area of operations
2. the fundamental differences between management and providing support in a non-managerial capacity
3. the types of support that can be provided such as mentoring, informal supervision and professional practice advice, and how these differ
4. types of support and advice that others are likely to need and how to respond to these
5. ways of reflecting youth work professional practice when providing support, mentoring or informal supervision to other workers
6. different methods for communicating with others and how to select and successfully apply methods in different situations
7. types of difficulties and challenges that may arise, including conflict within the area, and ways of identifying and overcoming them
8. the importance of encouraging others to take the lead and ways in which this can be achieved
9. how to empower others effectively
10. how to select and successfully apply different methods for encouraging, motivating and supporting others and recognising achievement
11. your own values, motivations and emotions
12. your own role, responsibilities and level of power
13. the overall objectives of your organisation

14. the values and principles underpinning youth work in relation to the requirements of this standard

YW24 – Apply youth work values and principles in group work

Overview

The importance of equity, diversity and inclusion is one of the values which youth workers are expected to know about and apply when working with groups of young people.

This standard focuses on managing group dynamics in order to facilitate group work with young people. It includes working with young people to develop group activities that meet both group and individual needs and preferences.

This standard is suitable for all youth work practitioners.

Performance

1. explain to the group your role as a facilitator
2. discuss and agree with young people the expectations of acceptable behaviour within the group
3. help young people and adults to establish groups to carry out youth work activities
4. promote the maintenance of positive relationships and the valuing of differences between individual group members and with other groups
5. assist young people to give, receive and accept constructive feedback
6. use facilitation methods and styles appropriate to the group's stage of development to develop group activities
7. manage unacceptable behaviour, conflicts and tensions, ensuring that your actions are in line with legislation, policy and procedures
8. seek support when actions that need to be taken to support the group are outside the limits of your role and responsibility
9. meet your organisation's policy, practice and requirements for recording and reporting group sessions for young people, including incidents that may arise
10. undertake group work with young people in accordance with youth work values and principles

Knowledge

1. your role as a facilitator of group dynamics and activities
2. why group work is important for developing the skills and confidence of young people
3. concepts, theories and contemporary models of group dynamics and how to apply these
4. ways to facilitate groups which encourage empowerment and take account of a group's stage of development
5. why you must make sure that boundaries of behaviour with the group and its members are set and adhered to
6. how to encourage and support young people and adults to establish new groups to facilitate youth work activities in response to an identified need
7. methods and interventions used to develop group activities
8. why it is important to work with young people in ways which overcome individual and group barriers and encourage them to communicate with and respect each other
9. how to recognise behaviours outside agreed boundaries, and the difference between aggressive behaviour and assertiveness

10. how the age and stage of development of young people can affect the way in which behaviour is viewed
11. the importance of taking into account young people's life experience which may impact upon their current behaviour
12. techniques for diverting oppressive behaviour
13. ways to provide constructive feedback to groups and their members
14. ways of monitoring and evaluating group work and the success of groups
15. why it is important for young people to learn to manage their own behaviour and address any conflict positively, individually and in groups
16. from whom to seek support when actions need to be taken that are outside the limits of your responsibility
17. organisational policies and procedures for recording and reporting group sessions including reporting of the incidents and who reports should be made to
18. the values and principles underpinning youth work relating to the requirements of this standard