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**Overview**

This standard is for career development practitioners.

This standard is about providing ongoing support to help individuals achieve their goals and development objectives. Support may be from yourself, other organisations and a wider network of interested parties.

## Performance criteria

You must be able to:

1. agree with individuals the ongoing support that will best meet their needs and which takes account of their own situation
2. help individuals define requirements from ongoing support
3. encourage individuals' independence and ownership of their career development
4. discuss and agree the basis, benefits and boundaries of your role in supporting individuals
5. refer individuals to organisations which meet their needs and for whose support they are eligible where appropriate
6. enable individuals to identify and engage interested parties in supporting them in their ongoing development including through referral where appropriate
7. engage individuals and interested parties, where appropriate, and keep them motivated and clear about individuals' goals and development objectives
8. motivate individuals to overcome barriers to progress and achievement
9. balance the need to share information to aid individuals' progression with security and confidentiality requirements
10. record relevant support and development information in line with organisational requirements
11. evaluate the impact of support and plan improvements as required
12. act in ways that adhere to the ethical practice required within your organisation or profession
13. challenge any prejudice, use of stereotypes, discrimination and unethical or oppressive behaviour
14. encourage individual autonomy in the career development process
15. promote inclusivity, diversity and equality of opportunity
16. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
17. demonstrate understanding of legal requirements, local procedures and your own accountability for safeguarding young people and vulnerable adults

## Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. how to identify individuals' support needs and balance them with the constraints and limitations of the service
3. the remit, limitations and boundaries of your role and your organisation in providing ongoing support
4. what specialist services are available to support individuals and the processes to follow to refer individuals to them where appropriate
5. the interested parties that may support individuals, the specific role that each can play and the benefits of involving them
6. how to encourage and gain agreement between individuals and other interested parties about the nature, method and frequency of support they will give to individuals
7. how to take on board the views of all parties involved without losing focus on individuals' needs, goals and development objectives
8. the interventions and approaches to help interested parties improve their support to individuals where appropriate
9. the barriers that interested parties may encounter when supporting individuals and ways to overcome these
10. the barriers to development and employment, how to recognise them and strategies to overcome them
11. how to manage the boundaries of the relationship and encourage individual independence
12. the range of communication techniques and how they can be used during ongoing support
13. methods to effectively measure the outcomes of individuals' achievement against their goals and development objectives
14. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
15. how to encourage individuals' ownership of the career development process
16. the boundaries and limits of own professional expertise
17. the boundaries of confidentiality, when it is appropriate to disclose confidential information to others and the processes required
18. measures to safeguard young people and vulnerable adults

Provide ongoing support to help individuals achieve their career goals and development objectives

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**Relevant Occupations** Careers Advisers and Vocational Guidance Specialists; Customer Service Occupations; Education and training; Executive Coach; Functional Managers; Helpline Workers; HR Staff; Learning Mentor; Managers and leaders with responsibility for interagency working; Personnel, training and industrial relations managers ; Professional Occupations; Research Professionals; Teaching Professionals

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**Suite** Career Development

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