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**Overview**

This standard is for career development practitioners.

This standard is about representing individuals' needs to others through advocacy, negotiation and mediation.

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## Performance criteria

You must be able to:

1. work with individuals to collect sufficient and information to represent their interests
2. ensure individuals have realistic expectations of the results of representation on their behalf
3. recognise the differences between advocacy, negotiation and mediation and when each might be used
4. identify contradictory information relating to individuals and resolve this with them
5. use external services to represent individuals when it is in their best interests
6. agree realistic contingency plans with individuals
7. present individuals interests clearly and effectively to others
8. negotiate within boundaries agreed with individuals
9. offer constructive suggestions for resolution of issues
10. consult with individuals at suitable points to ensure agreements meet their requirements
11. record agreements using organisational procedures
12. evaluate the effectiveness of representation activities and plan improvements as required
13. act in ways that adhere to the ethical practice required within your organisation or profession
14. challenge any prejudice, use of stereotypes, discrimination and unethical or oppressive behaviour
15. encourage individual autonomy in the career development process
16. promote inclusivity, diversity and equality of opportunity
17. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
18. demonstrate understanding of legal requirements, local procedures and 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 activities being carried out
2. the principles of negotiation, advocacy and mediation and when each might be used
3. how to assess the effectiveness of representation activities
4. the advantages and disadvantages of engaging with external services to represent the interests of individuals
5. how to assess the level of representation required to best meet individuals' interests
6. the range of skills, techniques and strategies used in representing individuals
7. the information necessary to represent individuals
8. how to identify contradictory information relating to individuals
9. how to identify and present key aspects of individuals' requirements
10. how decisions are agreed and the systems for recording them
11. how to analyse and reflect on representation activities using individuals' feedback and recorded outcomes
12. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
13. how to encourage individuals' ownership of the career development process
14. the boundaries and limits of own professional expertise
15. the boundaries of confidentiality, when it is appropriate to disclose confidential information to others and the processes required
16. measures to safeguard young people and vulnerable adults

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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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