

Overview

This standard is about advocating on behalf of clients. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by community social welfare advice providers and others.

The standard looks at how to prepare for advocacy whilst considering the needs of clients and presenting their interests.

Performance criteria

You must be able to:

1. comply with all relevant legal, professional and organisational requirements, policies, procedures and guidelines in relation to advocating on behalf of clients
2. review information relevant to the requirements of clients
3. clarify with clients any additional information required in line with their needs
4. explain the advocacy process to clients
5. confirm who should be contacted to pursue the interests of clients in line with organisational boundaries and legal requirements
6. identify key aspects of clients' requirements to inform discussions and negotiations
7. check that people, documentation and associated materials are available for presentations in line with organisational practice
8. check presentations are clear and appropriate for the intended audience
9. present clients' interests in ways that emphasise key aspects and their affect
10. take action to resolve issues presented by other parties in line with organisational practice
11. take action to address problems identified with advocacy in line with organisational practice
12. update clients of advocacy proceedings/outcomes in line with their needs
13. assess results of advocacy and next steps
14. record details of advocacy in line with organisational requirements

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational requirements, policies and procedures relevant to your job role and responsibilities
2. the importance of complying with relevant legal, professional and organisational requirements, policies, procedures and guidelines relevant to your role
3. how to obtain information on clients requirements for the advocacy process
4. different methods of communication and how to adapt them to suit the needs, preferences, and accessibility requirements of clients, ensuring inclusive practices.
5. how to check relevance of information and types of information that might be necessary for the advocacy process
6. range of services and agencies which can provide additional support for clients during the advocacy process
7. how to identify key aspects of clients' requirements in relation to the advocacy process
8. types of discussions and debates which could occur during the advocacy process
9. how decisions are agreed between parties and results of similar previous advocacy
10. what and who should be available at different stages of presentations
11. what information is required for advocacy and who requires it
12. what key information should be included and emphasised in presentations, and how it should be presented,
13. the importance of checking for errors or problems, types of errors or problems that could emerge, how they have been resolved previously and why it is important to address them
14. the importance of updating clients on proceedings and outcomes
15. organisational and legal recording requirements, including how to store recorded information securely
16. workplace requirements on equality, diversity and inclusion
17. trauma informed principles and safeguarding requirements

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Advocate on behalf of clients

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Relevant Occupations Education and Training, Health, Public Services and Care, Housing Advisors, Public Service Professionals

Suite Advice and Guidance

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