

Overview

This standard is about reflecting on and reviewing the contribution you make to services. 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 assessing your contribution to the work of services and how to develop yourself to achieve work requirements.

Performance criteria

You must be able to:

1. comply with all relevant legal, professional and organisational policies, procedures and guidelines when reviewing your contribution to services
2. assess your work against specified objectives
3. review relevant feedback on your work against specified work objectives
4. identify your role and contribution to achieving work objectives
5. review actual or potential effects of your values, beliefs, culture, ethos, attitudes and behaviours when working in line with organisational requirements
6. review priorities assigned to work objectives
7. review how you have carried out your work
8. identify development needs
9. compile a personal development plan as part of performance management procedures and as gaps are identified.
10. agree personal development plans with appropriate individuals
11. assess the impact of changes and any drivers for change in services on your work role in line with organisational requirements
12. source suitable development opportunities
13. utilise suitable development opportunities
14. record development plans in line with organisational and legal requirements and professional standards.

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational policies and procedures in relation to reviewing your contribution to services
2. the importance of complying with relevant legal, professional and organisational policies, procedures and guidelines
3. types of work objectives that should be specified
4. the importance of feedback on your work and who can provide it
5. factors that could affect achievement of objectives
6. how your values, beliefs, attitudes and behaviours could impact on work
7. how to assess priorities assigned to your work
8. how to obtain information on requirements
9. the importance of having a clear understanding of your work and the competences and knowledge required
10. how to identify development objectives and what specific development objectives are
11. how to compile personal development plans, what plans should include and how they can be used
12. organisational policies and procedures relating to personal development/learning & development
13. how to reflect on your own practice and the importance of doing so
14. how to ensure you keep up to date with developments and good practice guidance.
15. types of available development opportunities, how to source them and make use of them
16. when personal development plans should be reviewed and who requires information on them
17. recording requirements of your organisation, including how to store recorded information securely
18. workplace requirements on equity, equality, diversity and inclusion.
19. trauma informed principles and safeguarding requirements

Review your contribution to services

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