

Overview

This standard is about negotiating and maintaining service agreements with other relevant parties. 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 covers what needs to be considered when negotiating service agreements and how to monitor and evaluate agreements.

Negotiate and maintain service agreements

Performance criteria

You must be able to:

1. comply with all relevant legal, professional, and organisational policies, procedures and guidelines in relation to negotiating and maintaining service agreements
2. identify appropriate parties and organisations on the basis of service policy
3. confirm that both parties provide accurate and complete information
4. confirm that both parties receive accurate and complete information in line with receiving organisation requirements
5. conduct negotiations in line with organisational and receiving organisation requirements
6. explore service options available to meet the needs of clients
7. discuss requirements with clients, when relevant to the service agreement, in ways that are accessible to them, making reasonable adjustments where necessary
8. select the preferred service options to meet the needs of clients
9. draw up service agreements
10. obtain and record necessary approvals in line with organisational requirements
11. evaluate service agreements to ensure their effectiveness
12. provide feedback on the effectiveness of service agreements to other parties
13. seek feedback on the effectiveness of service agreements from other parties
14. take action to resolve identified problems in line with organisational procedures and in line with the terms of service agreements

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational policies, procedures and guidelines in relation to job role/activities undertaken
2. the importance of complying with relevant legal, professional and organisational policies, procedures and guidelines
3. different methods of communication and how to adapt them to suit the needs, preferences, and accessibility requirements of clients, ensuring inclusive practices.
4. parties with whom agreements have to be reached
5. your role and responsibilities and that of others
6. how to introduce, promote and negotiate service agreements with other parties
7. methods of liaising with other parties during negotiation of service agreements
8. nature of the service provided
9. methods of monitoring and evaluating the effectiveness of service agreements
10. methods of analysing information
11. purpose, scope, methods and types of feedback
12. actions to take to resolve problems
13. organisational and legal recording requirements, including how to store recorded information securely
14. workplace requirements on equity, equality, diversity and inclusion.
15. trauma informed principles and safeguarding requirements

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Suite Advice and Guidance

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