



End-point Assessment Plan for: Community Safety Advisor Apprenticeship Standard

Standard reference number	Level of this EPA plan	Integrated
ST0593	3	No

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Introduction and Overview

This document sets out the requirements for end-point assessment (EPA) for the Community Safety Advisor apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to Community Safety Advisor apprentices, their employers and training providers.

Full time apprentices will typically spend 18 months on-programme working towards the occupational standard, with a minimum of 20% off-the-job training.

The EPA should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, all of the pre-requisite gateway requirements for EPA have been met and that they can be evidenced to an EPAO.

All pre-requisites for EPA assessment methods must also be complete and available for the assessor as necessary.

Apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.

The EPA must be completed within 3 month(s) after the apprentice has met the EPA gateway requirements.

The EPA consists of 3 distinct assessment methods.

The individual assessment methods will have the following grades:

Assessment Method 1- Knowledge Test

Fail
Pass
Distinction

Assessment Method 2 - Practical Assessment

Fail
Pass
Distinction

Assessment Method 3 - Professional Discussion

Fail
Pass
Distinction

Performance in the EPA will determine the overall apprenticeship grades of:

Fail
Pass
Distinction

EPA Summary Table

On-programme (typically 18 months)	Training to develop the occupation standard's knowledge, skills and behaviours.
End Point Assessment Gateway	<ul style="list-style-type: none"> • Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard • English/mathematics Level 2 <p>Apprentices must complete:</p> <ul style="list-style-type: none"> • A portfolio of evidence will be collected and collated by the Apprentice prior to gateway and this will be submitted to the EPAO two weeks after the gateway decision • The portfolio must contain: <ul style="list-style-type: none"> ▪ evidence of mandatory training around Health and Safety, Safeguarding, General Data Protection Regulation (GDPR), diversity and Equality ▪ Six reports from the apprentice where they have shadowed another colleague ▪ Four reports from the apprentice where they have been the lead in a community visit. These reports will include a witness statement from colleagues ▪ Evidence of a presentation the apprentice has given in the community ▪ At least one Appraisal/PDR.
End Point Assessment (which would typically take three months)	Assessment Method 1: Knowledge Test Assessment Method 2: Practical Assessment Assessment Method 3: Professional Discussion

Length of End-point Assessment Period:

All EPA assessment methods must be completed within 3 months of the first part of the end-point assessment commencing.

Order of Assessment Methods

The assessment methods can be delivered in any order.

Gateway

The EPA should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard i.e. they have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard the apprentice must have completed the following gateway requirements prior to beginning EPA:

English and mathematics at Level 2.

For those with an Education, Health and Care Plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

Assessment Method 1

No specific requirements

Assessment Method 2

No specific requirements

Assessment Method 3

- A portfolio of evidence will be collected and collated by the Apprentice prior to gateway and this will be submitted to the EPAO and will be submitted two weeks after the gateway decision
- The portfolio must contain evidence of:
 - mandatory training around Health and Safety, Safeguarding, General Data Protection Regulation (GDPR), diversity and Equality
 - Six reports from the apprentice where they have shadowed another colleague. Four reports from the apprentice where they have been the lead in a community visit. These reports will include a witness statement for colleagues
 - Evidence of a presentation the apprentice has given in the community
 - One formal appraisal or personal development review (PDR)

Assessment Methods

Assessment Method 1: Knowledge Test

Test Format

The test can be:

- paper based
- computer based

It will consist of 30 questions.

These questions will consist of:

- Multiple-choice questions

The multiple-choice questions should have four options of which one should be correct.

Test Administration

Apprentices must have a maximum of 60 minutes to complete the test (unless the EPAO accepts special arrangements for that apprentice based, for example, on an official Education, Health and Care Plan).

The test is closed book i.e. the apprentice cannot refer to reference books or materials.

Apprentices must take the test in a suitably controlled environment i.e. quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be another external person employed by the EPAO or the independent assessor. The EPAO is required to have an invigilation policy that will set out how the test/examination is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test/examination.

The test/examination will be carried out as set out here:

There should be five questions to cover each of the knowledge statements as detailed in the standard that have been identified to be assessed using the knowledge test. Four questions for each of the knowledge statements should be straightforward multiple choice with four choices and one correct answer. There will be one question for each of the knowledge statements that is based on a scenario, with the learner selecting the correct answers for the scenario. The scenario will be 200 words with a simple comprehension question. There will be choice of four answers with only one being correct. There will only be one correct answer per question. The safeguarding questions must be passed in order to achieve a pass.

The EPAO must verify the suitability of the venue for taking the test and the identity of the person taking the test.

Marking

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Marking can be done automatically.

Each correct answer will receive one mark.

Any incorrect or missing answers must be assigned 0 marks.

Question and Resources Development

Questions must be written by EPAOs and it is recommended that this be done in consultation with representative employers to gain the necessary occupational expertise in this sector. EPAOs should also maintain the security of their questions when consulting employers. EPAOs must develop 'question banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the questions they contain, are fit for purpose.

EPAOs will produce the following material to support this method:

Sample tests and mark schemes, live tests and mark schemes, analysis reports which show areas of weakness for completed tests/exams and an invigilation policy.

Assessment Method 2: Practical Assessment

Overview

Apprentices must be observed by an independent assessor completing two practical demonstration(s). Both practical demonstrations must be carried out over a maximum total assessment time of 2 hour(s). The practical assessment should be split into discrete sections held over 1 working day. This is to allow for different scenarios to be set up to ensure the apprentice can meet the requirements set out in the Standard. The assessor has the discretion to increase the time of the practical demonstration by up to 10% to allow the apprentice to complete this element of the EPA.

The independent assessor may observe only one apprentice during this assessment method.

EPAOs will produce specifications to outline in detail how the practical demonstrations will operate, what it will cover and what should be observed. It is recommended that this is done in consultation with representative employers to gain the necessary occupational knowledge in this sector. EPAOs should maintain the security of their specifications if employers are consulted. Specifications must be standardised by the EPAO.

EPAOs must develop practical specification banks of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose. The specification for the practical assessments, including questions relating to underpinning knowledge and skills must be varied, yet allow assessment of the relevant KSBs.

Delivery

Apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to.

The practical demonstration should be conducted in the following way to take account of the occupational context in which the apprentice operates:

One of the practical assessments will be a simulated safe and well visit based on real-life scenarios. The apprentice would carry out the simulated visit in 45 minutes (+10%) with a further 15 minutes for questioning by the assessor. The second practical assessment would be to deliver risk reduction advice within a community setting. They would be given a scenario and have 40 minutes to prepare their

advice and delivery methods, 10 minutes to deliver the advice using their own choice of delivery and 10 minutes for questioning by the assessor after the advice has been delivered. The apprentice should have access to information to access and prepare the information and the equipment in order to deliver the advice, such as: paper, pens, flipcharts, electronic presentation tools, etc.

The practical assessment activities can be carried out in any order.

The following activities **MUST** be observed during the practical assessment i.e. without these tasks it would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the knowledge and skills assigned to this assessment method.

- The apprentice will need to deliver risk reduction advice and interventions in the right format to suit the audience and convey information accurately S1, S2, S7, B2
- Assess risks and provide advice and guidance appropriate to the situation, show an understanding of their personal safety, communicating effectively with the individual(s) and recording information correctly and reviewing the actions taken as necessary. S3, S5, S7, S9, S10, B2
- Demonstrate equality and diversity to their work, treating colleagues and community members with compassion and empathy, without bias or prejudice. Respect diversity, beliefs, cultures and values. S3, S5, S7, B1
- Demonstrate high values of professionalism, trustworthiness ensuring that organisational values, moral codes and ethical standards are upheld. Is proactive in collaboratively working with others. S1, S3, S5, S7, S9, B1, B2

EPAOs will develop and maintain a bank of questions and will set open questions to assess related underpinning knowledge and skills. After the practical assessment is complete the independent assessor must ask five questions in total across both activities, three questions after the first activity and two questions to follow up the second activity. Questioning must be completed within the total time allowed for the practical assessment.

KSBs observed and answers to questions must be documented by the independent assessor.

Other Relevant Information

Practical assessments must be conducted in one of the following locations: the employer's premises suitable venue selected by the EPAO (e.g. a training provider's premises or another employer's premises) Should these two lines be bullet points

There may be breaks during the practical demonstration to allow the apprentice to move from one location to another and for meal breaks.

EPAOs will produce the following material to support this assessment method

Suitable scenarios based on real-life safe and well visits to assess the relevant KSBs listed for this assessment method within the set timeframe. (If more than one apprentice is being assessed on the same day these will need to be varied for each apprentice).

A variety of different risk reduction advice scenarios aimed at different audiences (If more than one apprentice is being assessed on the same day these will need to be varied for each apprentice).

Tools and materials to access to appropriate risk reduction information to prepare the information.

The EPAO will create and use a standard recording document to confirm the KSBs have been achieved and the grading criteria met.

Equipment in order to deliver the advice, such as: paper, pens, flipcharts, electronic presentation tools, etc.

Assessment Method 3: Professional Discussion

Overview

This assessment will take the form of a professional discussion, which must be appropriately structured to draw out the best of the apprentice's competence and excellence. The professional discussion is based on the portfolio of evidence that was submitted after gateway and will focus on those areas identified as being assessed using this method.

The professional discussion should take place in a quiet room, free from distractions. The professional discussion can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO

Delivery

The independent assessors will conduct and assess the professional discussion. The professional discussion will be based on the portfolio that was submitted after the gateway.

The apprentice will be informed 4 weeks after handing in their portfolio when the professional discussion will take place. The apprentices will need to make a copy of the portfolio in order to prepare for and refer to during the professional discussion by selecting the best evidence to address the questions asked during this assessment method.

The professional discussion should last for 45 minutes. The assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete it. Further time may be granted for apprentices with appropriate needs, for example where signing services are required.

During the discussion, the independent assessor must combine questions from the EPAO's question bank and those generated by themselves. There will be 10 questions that will focus on the areas identified as being assessed using this assessment method. Eight of these questions will be generated by the EPAO (including at least one question focused on safeguarding as this is a critical aspect of the role) and the independent assessor will be allowed to generate two questions to use during the discussion.

Video conferencing can be used to conduct the professional discussion, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in some way.

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the professional discussion. The independent assessor will make all grading decisions.

Other Relevant Information

A structured specification and question bank must be developed by EPAOs. The 'question bank' must be of sufficient size to prevent predictability and reviewed regularly (and at least once a year) to ensure that it, and its content, are fit for purpose. The independent assessor can use a combination of set questions from the EPAO and their own questions, however the independent assessor must ensure that the apprentice is treated fairly and consistently with others, and that the objectives of this assessment are met. The specifications, including questions relating to the underpinning knowledge, skills and behaviours, must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

Independent assessors must be developed and trained by the EPAO in the conduct of professional discussions and reaching consistent judgement.

Grading

Assessment Method 1: Knowledge Test

KSBs	Name of grade	Grade descriptor
K4, K5, K6, K7, K8, K10	Distinction	The apprentice scores between 27 and 30 correct answers inclusive (90%)
	Pass	The apprentice scores between 20 and 26 correct answers inclusive (67%)
	Fail	The apprenticeship scores 19 or below correct answers

The following grade boundaries apply to the test:

Grade	Minimum score (%)	Maximum score (%)
Distinction	90%	100%
Pass	67%	89%
Fail	0	66%

Assessment Method 2: Practical Assessment

KSBs	Name of grade	Grade descriptor
K11, S1, S2, S3, S5, S7, S9, S10, B1, B2	Distinction	In addition to the pass criteria they will: Adapt their behaviour to suit the client/audience/situation for each practical session

		<p>Promote a professional image of themselves and the organisation</p> <p>Provide a full explanation to the client/audience about why they are doing/going to do something and check back with the client/audience that they have understood what is going to happen</p> <p>Explain the potential impact of their actions on the wider community</p> <p>Determine and justify appropriate follow up actions</p> <p>Identify situations and take action when they need to seek out further guidance and work with other colleagues and agencies</p> <p>Explains why they need to seek guidance from others and the consequences of not doing so</p>
	Pass	<p>Follow organisational codes of conduct when carrying out visit and delivering risk reduction advice</p> <p>Identify situations when they need to seek advice and guidance from others</p> <p>Demonstrate a collaborative approach to their work</p> <p>Demonstrate their awareness of diversity and inclusion issues and act appropriately</p> <p>Follow organisational procedures and carry out a full home visit and make appropriate referrals</p> <p>Equipment is selected and installed appropriately, and advice is given as to its use in a way to meet the needs of the individual</p> <p>All forms and requests are completed accurately, and data protection requirements are followed</p> <p>Informs the client/audience of what the next steps will be and agrees a follow up course of action with the individual</p> <p>Give correct and accurate information in a suitable format for the audience using appropriate methods of communication</p>
	Fail	The apprentice fails to meet the pass criteria

Assessment Method 3: Professional Discussion

KSBs	Name of grade	Grade descriptor
K1, K2, K3, K4, K5, K6, K8, K9, K12, S4, S6, S8, B3, B4	Distinction	<p>In addition to the pass criteria they will meet five of the eight distinction criteria below :</p> <p>Explains how their role is shaped by the needs of the community and how the characteristics of different cultures impact on their work</p> <p>Can explain the benefits of inclusivity</p> <p>Describe the actions and options available that can be taken to minimise vulnerability and when to signpost</p> <p>Describes the benefits and impact of providing advice and guidance around fire protection and prevention</p> <p>Describes the benefits and impact of providing advice and guidance around health and well-being</p> <p>Can justify the actions taken around safeguarding and the consequences that could occur if action is not taken</p> <p>Can explain the differences between brief intervention and brief advice behavioural change techniques</p> <p>Can review and evaluate own strengths and weaknesses and identify areas for further personal development</p>
	Pass	<p>Describes the demographics of the community and the risk factors</p> <p>Define cultural groups in the community and the associated risk factors</p> <p>Describe different factors that indicate vulnerability or societal risks to individual and groups</p> <p>Describes how to implement risk management plans</p> <p>Describes the principles of fire prevention and protection</p> <p>Describes the principles and methods of property and personal protection and safety</p> <p>Describes ways of promoting health and well-being</p> <p>Defines safeguarding, who it applies to and when it should be actioned</p> <p>Describe interventions that can be used to minimise risk</p>

		<p>Shows knowledge of the different equipment that can be used to minimise potential risks</p> <p>Describe a brief intervention and a brief advice behaviour change technique</p> <p>Identify key partner agencies and explain their services and function</p> <p>Demonstrate how they have worked with other agencies to make appropriate referrals</p> <p>Demonstrate how they have worked both independently and as part of a team to:</p> <ul style="list-style-type: none"> • Manage work • Prioritise tasks • Plan and lead home visits • Consider personal safety • Consider the safety of others <p>Demonstrate how they have worked alongside partner organisations or as part of a team to improve, mitigate and solve community safety issues. Demonstrate safe working practices</p> <p>Show how they have managed their emotions in a challenging situation and when they have had to seek support from others</p>
	Fail	The apprentice fails to meet the pass criteria

Overall EPA grading

To achieve an overall pass for the EPA the apprentice must pass the safeguarding knowledge criteria as set out in the apprenticeship standard across all three assessment methods as this is a critical aspect of the role.

- Safeguarding of both children and vulnerable adults, the relevant legislation, regulation, processes and procedures to follow and how these impacts on your role; including Mental Capacity Act and Prevent Duty – how to recognise and act on identified radicalisation

The apprentice must achieve the pass criteria in the knowledge test, the professional discussion and the practical assessments.

To achieve a distinction the apprentice must achieve a score of 90% + in the knowledge test. They will need to meet the distinction criteria for the practical assessment and provide answers meeting the distinction criteria for at least five of the eight criteria for the professional discussion.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment Method 1	Assessment Method 2	Assessment Method 3	Overall Grading
Fail	Any	Any	Fail
Any	Fail	Any	Fail
Any	Any	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Distinction	Distinction	Pass	Pass
Pass	Distinction	Distinction	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

Roles and Responsibilities

Role	Responsibility
Apprentice	<ul style="list-style-type: none"> • participates in training and work-based activities as determined by the employer and meets the requirements of the Standard • works as part of a team • meets the health and safety requirements of the role • prepares for and completes the gateway process and EPA • Completes portfolio as required by this standard • Work in line with organizational code of conduct inside and out of work and follows organisation core values
Employer	<ul style="list-style-type: none"> • provides the apprentice the opportunities to develop the knowledge and skills required for the role • identifies when the apprentice is ready to pass the gateway and undertake their EPA • notifies the EPAO that the apprentice has passed the gateway • Provides support and mentoring as well as pastoral support • Meets appropriate health and safety guidelines
EPAO	<p>As a minimum EPAOs should:</p> <ul style="list-style-type: none"> • appoint administrators/invigilators and markers to administer/invigilate and mark the EPA • provide training and CPD to the independent assessors they employ to undertake the EPA • Create learner specifications detailing the EPA, process, content etc. • ensure there is no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest • have processes in place to conduct internal quality assurance and do this on a regular basis • organise standardisation events and activities in accordance with this plan's IQA section • organise and conduct moderation of independent assessors' marking in accordance with this plan • have, and operate, an appeals process

	<ul style="list-style-type: none"> conform to the requirements of the nominated EQA provider
Independent Assessor	<p>As a minimum an Independent assessor should:</p> <ul style="list-style-type: none"> be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest hold or be working towards an independent assessor qualification e.g. A1 Have experience of community activities and have a current working knowledge of safeguarding practice have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading have the capability to assess the apprentice at this level i.e. meet the occupational requirements as set out in the IQA section of this assessment plan attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section) Maintain their continuing professional development

Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPA organisations must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPA organisations for this EPA must:

- appoint independent assessors who have knowledge of the community safety activities and current working knowledge of safeguarding practices
- the assessor will have the following minimum skills, knowledge and occupational competence:
 - Knowledge and experience of working in the community. Knowledge and skills of safeguarding. Assessor qualification and relevant experience and can evidence continuous professional development in the area in which they are assessing
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- attend moderation activities and events to support CPD and fair, reliable and consistent assessment
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time

- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time
- assessors will attend standardisation activities annually
- monitor and record CPD of assessors to ensure technical competence of assessors
- hold annual assessment events

Re-sits and Retakes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is the appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit any failed assessment methods only.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be taken again, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Affordability

Affordability of the EPA will be ensured by using at least some of the following practice:

- online testing
- using an employer's premises

Mapping of KSBs

KSB Code	KSB Statement	Methods Mapped Against
Knowledge		
K1	The demographics and cultural sensitivities of the community and how this will impact on their work	Professional Discussion
K2	Vulnerability and societal risk factors such as age, religion, minority ethnic groups, high areas of concentration of specific populations, cultural differences and how to identify and assess the risks	Professional Discussion
K3	The procedures for implementing risk management plans such as: life-style choices, mental health, dementia, anti-social behaviour, crime and poverty and the potential risks	Professional Discussion
K4	The principles of fire prevention and protection. (prevention principles include: escape plans, hazard spotting, smoke detection. Basic fire protection principles include fire doors, means of escape and smoke and heat detection)	Knowledge Test Professional Discussion
K5	The principles and methods of property and personal protection and safety for example, security of the home, personal security inside and outside of the home	Knowledge Test Professional Discussion
K6	The principles of promoting health and well-being, e.g. smoking and substance misuse, diet and obesity, mental health	Knowledge Test Professional Discussion
K7	Referral points and referral processes, both internal departments, such as youth engagement and external agencies, e.g. drug and alcohol services, mental health, safeguarding, falls services and housing	Knowledge Test
K8	Safeguarding of both children and vulnerable adults. The relevant legislation, regulation, processes and procedures and how these impact on your role; including the Mental Capacity Act and Prevent Duty – how to recognise and act on identified radicalisation	Knowledge Test Professional Discussion
K9	Different interventions to minimise risk and when they should be used such as; brief advice, screening, signposting, fitting risk reduction equipment, advocacy, promoting self-help and providing literature and information	Professional Discussion

K10	The legislation, policies and procedures in relation to community safety and how this affects their role, including; Data Protection, Confidentiality, Health and Safety and Lone Working	Knowledge Test
K11	The procedure to follow and the checks to make when carrying out home and community visits	Practical Assessment
K12	Behavioural change techniques, such as brief interventions and brief advice	Professional Discussion
Skills		
S1	Deliver risk reduction advice and interventions in the community, that may relate to topics such as: road safety, fire prevention, fire setting, water safety and health and life-style choices	Practical Assessment
S2	Providing and/or fitting risk reduction equipment such as window locks, door chains, personal alarms, smoke alarms, carbon monoxide alarms, fire blankets, fall prevention equipment, window locks, etc	Practical Assessment
S3	Assess risks and provide appropriate advice, interventions and solutions and recognise when a situation is beyond the scope of their role and take appropriate action	Practical Assessment
S4	Work collaboratively with internal and external partners and agencies to make appropriate referrals	Professional Discussion
S5	Share relevant information and respond with courtesy, clarity and accuracy to enquiries from stakeholders and other agencies	Practical Assessment
S6	Work independently and proactively as part of a team; managing work, prioritising tasks, planning and leading visits, situational awareness regarding personal safety and the safety of others	Professional Discussion
S7	Communicate effectively with others and adapt communication media, methods and styles to suit a diverse audience(s); age, culture, language, learning needs and other disabilities	Practical Assessment
S8	Work alongside partner organisations or as part of a multi-disciplinary team to improve, mitigate and solve community safety issues or concerns	Professional Discussion

S9	Review and evaluate the actions taken and undertake follow up actions as necessary	Practical Assessment
S10	Record information accurately within agreed organisational guidelines	Practical Assessment
Behaviours		
B1	Diversity and Inclusion: Be proactive in promoting equality and diversity in the team and community they work in. Treat colleagues and community members with compassion and empathy, without bias or prejudice. Respect diversity, beliefs, culture and values	Practical Assessment
B2	Professional Integrity: Demonstrate the highest standards of professionalism and trustworthiness, making sure that organisational values, moral codes and ethical standards are always upheld. Act in the best interests of the community (both individual and as a whole), seeking guidance when necessary. Has a proactive approach to collaboration with colleagues from own and other organisations by offering help, support and guidance	Practical Assessment
B3	Personal Resilience and emotional intelligence: Manage own emotions in challenging situations with members of the community, remaining calm and professional. Recognise when to seek support for own welfare A collaborative approach is central to how they work, showing empathy and being mindful to the views/needs of others. Show empathy and compassion to others	Professional Discussion
B4	Personal Commitment: A high level of professionalism, reliability and dependability. Follow organisational instructions when given. Take ownership for own professional performance and continuous development. Be tenacious and focused to see projects through to completion. A proven self-starter and have an adaptable approach to meet changing work priorities	Professional Discussion