

Unit Title:	Support individuals to access and use services and facilities
Unit sector reference:	HSC 3013
Level:	3
Credit value:	4
Guided learning hours:	25
Unit accreditation number:	F/601/7927

Unit purpose and aim

This unit is aimed at those working in a wide range of settings.

It provides the learner with the knowledge and skills required to support individuals to select, use and review services and facilities.

Learning Outcomes The learner will:	Assessment Criteria The learner can:	Exemplification
1 Understand factors that influence individuals' access to services and facilities	1.1 Describe how accessing a range of services and facilities can be beneficial to an individual's well being 1.2 Identify barriers that individuals may encounter in accessing services and facilities 1.3 Describe ways of overcoming barriers to accessing services and facilities 1.4 Explain why it is important to support individuals to challenge information about services that may present a barrier to participation	<p>Services and facilities may include:</p> <ul style="list-style-type: none"> • Services provided within an individual's home • Services to enable an individual to meet their social care needs • Community facilities <p>An individual is someone requiring care or support</p> <p>Information to be challenged may include information that is</p> <ul style="list-style-type: none"> • Misleading • Inaccurate • Discriminatory • Inaccessible • Excluding individuals
2 Be able to support individuals to select services and facilities	2.1 Work with an individual to identify a range of services and facilities likely to meet their assessed needs 2.2 Agree with an individual their preferred options for accessing services and facilities 2.3 Work with an individual to select services or facilities	

Learning Outcomes The learner will:	Assessment Criteria The learner can:	Exemplification
	that meet their assessed needs and preferences	
3 Be able to support individuals to access and use services and facilities	3.1 Identify with an individual the resources, support and assistance required to access and use selected services and facilities 3.2 Carry out agreed responsibilities to enable the individual to access and use services and facilities 3.3 Explain how to ensure individuals' rights and preferences are promoted when accessing and using services and facilities	
4 Be able to support individuals to review their access to and use of services and facilities	4.1 Work with an individual to evaluate whether services or facilities have met their assessed needs and preferences 4.2 Support an individual to provide feedback on their experience of accessing and using services or facilities 4.3 Work with an individual to evaluate the support provided for accessing and using services or facilities 4.4 Identify and agree any changes needed to improve the experience and outcomes of accessing and using services or facilities	

Assessment

This unit needs to be assessed in line with the Skills for Care and Development QCF Assessment principles.

This unit is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. This unit may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. This unit requires workplace assessment of occupational competence.

Assessment decisions for competence based learning outcomes (eg those beginning with 'Be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

Competence based assessment must include direct observation as the main source of evidence.

For this unit, learning outcomes 2, 3 and 4 must be assessed in a real work environment.

Guidance on assessment and evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

National occupational standards (NOS) mapping/signposting

This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It is directly relevant to the needs of employers and relates to national occupational standards developed by Skills for Care and Development.

As such, the unit may provide evidence for the following national occupational standards in health and social care developed by Skills for Care and Development:

HSC 330

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills standards can be viewed at <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	
Writing	✓	Interpreting		Develop, present and communicate information	

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications*' (A850).

This unit is a shared unit. It is located within the subject/sector classification system 01.3 Health and Social Care.