

| | |
|------------------------|---|
| Unit Title: | Support individuals to access housing and accommodation services |
| Sector unit number | HSC 3027 |
| Level: | 3 |
| Credit value: | 4 |
| Guided learning hours: | 24 |
| Unit Reference Number: | K/601/7906 |

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 access housing and accommodation services.

| Learning Outcomes | Assessment Criteria | Exemplification |
|--|---|--|
| <p>The Learner will:</p> <p>1 Understand support available to access housing and accommodation services</p> | <p>The Learner can:</p> <p>1.1 Identify sources of funding and benefits that are available for housing and accommodation services</p> <p>1.2 Analyse the range of housing and accommodation services available</p> <p>1.3 Explain how and where to access specialist information and advice about housing and accommodation services</p> | |
| <p>2 Be able to work with individuals to identify housing and accommodation services that meet their needs</p> | <p>2.1 Work with an individual to identify their accommodation requirements</p> <p>2.2 Work with the individual to understand the range of accommodation services that could meet their needs</p> <p>2.3 Support the individual to understand requirements that may be made by housing and accommodation services</p> | <p>An individual is someone requiring care or support</p> |

| Learning Outcomes | Assessment Criteria | Exemplification |
|--|---|--|
| <p>3 Be able to work with individuals to plan to access housing and accommodation services</p> | <p>3.1 Work with the individual and others to agree a plan for accessing housing and accommodation services</p> <p>3.2 Establish with an individual which housing and accommodation services will be approached</p> | <p>A plan may include:</p> <ul style="list-style-type: none"> • realistic and achievable goals • actions the individual will take • the level and type of support required • roles and responsibilities • timescales • how and when progress towards goals will be reviewed |
| <p>4 Be able to work with individuals to access housing and accommodation services</p> | <p>4.1 Support the individual to prepare to attend meetings with housing and accommodation services</p> <p>4.2 Work with the individual to provide accurate and complete information to express their requirements and preferences</p> <p>4.3 Support the individual to understand the outcome of decisions made by a housing or accommodation service</p> <p>4.4 Describe ways to challenge discrimination in accessing housing and accommodation services</p> | |
| <p>5 Be able to work with housing and accommodation services to meet the needs of individuals</p> | <p>5.1 Provide housing and accommodation services with information about own role and responsibilities</p> <p>5.2 Demonstrate continued contact with housing and accommodation staff to ensure individual needs are being met</p> | |
| <p>6 Be able to contribute to the review of housing and accommodation services for individuals</p> | <p>6.1 Work with the individual and others to:</p> <ul style="list-style-type: none"> • monitor the effectiveness and consistency of the service in meeting the individual's needs and preferences • identify any additional support needed | <p>Others may include:</p> <ul style="list-style-type: none"> • carers • friends and relatives • professionals • others who are important to the individual's well-being |

| Learning Outcomes | Assessment Criteria | Exemplification |
|-------------------|---|--|
| | 6.2 Consult with others about any problems and proposed solutions 6.3 Record and report on the review in line with agreed ways of working | Agreed ways of working will include policies and procedures where these exist |

Assessment

This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles. Learning outcomes 2, 3, 4, 5, and 6 must be assessed in a real work environment.

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.

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.

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

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.

Details of relationship between the unit and national occupational standards

This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It provides a key progression route between education and employment (or further study/training leading to employment). 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 the children and young people's workforce developed by Skills for Care and Development.

Additional information

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

The *OCR Children and Young People's Workforce Centre Handbook* contains important information for anyone delivering, working towards or involved with the Children and Young People's Workforce qualifications, of which this unit forms a part. This can be downloaded from OCR's website www.ocr.org.uk.

This unit is a shared unit. It is located within the subject/sector classification system 01 Health, Public Services and Care and 01.5 Child Development and Well Being.