

<b>Unit Title:</b>	<b>Support individuals to access and use information about services and facilities</b>
Unit sector reference:	HSC 2011
Level:	Two
Credit value:	3
Guided learning hours:	20
Unit accreditation number:	A/601/7926

## 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 give feedback on information about services and facilities.

<b>Learning Outcomes</b> The learner will:	<b>Assessment Criteria</b> The learner can:	<b>Exemplification</b>
1 Know ways to support individuals to access information on services and facilities	1.1 Identify the types of <b>services and facilities</b> about which <b>individuals</b> may require information 1.2 Identify possible barriers to accessing and understanding information 1.3 Describe ways to overcome barriers to accessing information 1.4 Identify a range of formats, translations and technology that could make information more accessible for individuals 1.5 Describe types of support individuals may need to enable them to identify and understand information	An <b>individual</b> is someone requiring care or support.  <b>Services and facilities</b> may include: <ul style="list-style-type: none"> <li>• services provided within an individual's home</li> <li>• services to enable individuals to meet their social care needs</li> <li>• community facilities</li> </ul>
2 Be able to work with individuals to select and obtain information about services and facilities	2.1 Support an individual to communicate their needs, wishes, preferences and choices about the information they require to access services and facilities 2.2 Work with an individual to identify relevant and up to date information on services and facilities that	

<b>Learning Outcomes</b> The learner will:	<b>Assessment Criteria</b> The learner can:	<b>Exemplification</b>
	meet assessed needs and wishes 2.3 Support an individual to obtain selected information in their preferred format and language	
3 Be able to work with individuals to access and use information about services and facilities	3.1 Support an individual to access the content of information about services and facilities 3.2 Demonstrate ways to check an individual's understanding of the information 3.3 Work with an individual to access a service or facility using the information, in ways that promote <b>active participation</b> 3.4 Describe ways to support individuals to deal with any <b>issues or concerns</b> that may arise from the content of information	<p><b>Active participation</b> is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible; the individual is regarded as an active partner in their own care or support rather than a passive recipient.</p> <p><b>Issues or concerns</b> may include those relating to:</p> <ul style="list-style-type: none"> <li>• Ineligibility</li> <li>• Lack of availability</li> <li>• Conditions for access</li> </ul>
4 Be able to support individuals to evaluate the information accessed on services and facilities	4.1 Support an individual to give feedback on whether information on services and facilities has met their needs and preferences 4.2 Work with an individual to identify any actions or changes needed to improve the accessibility and usefulness of information 4.3 Explain how to support an individual to challenge any information that is misleading, inaccurate or discriminatory, or which excludes individuals	

## 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

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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

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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 26

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk)

## Functional skills signposting

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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

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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.