

Unit 4222-316 Support individuals to access and use services and facilities (HSC 3013)

Level: 3
Credit value: 4
UAN: F/601/7927

Unit 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

There are **four** learning outcomes to this unit. The learner will:

1. Understand factors that influence individuals' access to services and facilities
2. Be able to support individuals to select services and facilities
3. Be able to support individuals to access and use services and facilities
4. Be able to support individuals' to review their access to and use of services and facilities

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to HSC 330.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

Assessment

This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.

Learning outcomes 2, 3 and 4 must be assessed in a real work environment

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Assessment Criteria

Outcome 1 Understand factors that influence individuals' access to services and facilities

The learner can:

1. describe how accessing a range of **services and facilities** can be beneficial to an **individual's** well being
2. identify barriers that individuals may encounter in accessing services and facilities
3. describe ways of overcoming barriers to accessing services and facilities
4. explain why it is important to support individuals to challenge **information** about services that may present a barrier to participation.

Outcome 2 Be able to support individuals to select services and facilities

The learner can:

1. work with an individual to identify a range of services and facilities likely to meet their assessed needs
2. agree with an individual their preferred options for accessing services and facilities
3. work with an individual to select services or facilities that meet their assessed needs and preferences.

Outcome 3 Be able to support individuals to access and use services and facilities

The learner can:

1. identify with an individual the resources, support and assistance required to access and use selected services and facilities
2. carry out agreed responsibilities to enable the individual to access and use services and facilities
3. explain how to ensure individuals' rights and preferences are promoted when accessing and using services and facilities.

Outcome 4 Be able to support individuals' to review their access to and use of services and facilities

The learner can:

1. work with an individual to evaluate whether services or facilities have met their assessed needs and preferences
2. support an individual to provide feedback on their experience of accessing and using services or facilities
3. work with an individual to evaluate the support provided for accessing and using services or facilities
4. identify and agree any changes needed to improve the experience and outcomes of accessing and using services or facilities.

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Additional guidance

- **Services and facilities** may include:
 - Services provided within an individual's home
 - Services to enable an individual to meet their social care needs
 - Community facilities
- An **individual** is someone requiring care or support
- **Information** to be challenged may include information that is
 - Misleading
 - Inaccurate
 - Discriminatory
 - Inaccessible
 - Excluding individuals