

DK87 04 (HSC345) Support individuals to manage their financial affairs

Elements of competence

- HSC345.1 Work with individuals to access information and advice about their financial affairs
- HSC345.2 Support individuals to manage and monitor their financial affairs

About this Unit

For this Unit you will need to support individuals to manage their financial affairs.

Scope

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communicate using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** for this Unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg. whether you have responsibility to support the work of others); the individuals, key people¹ and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the Unit

The values underpinning this Unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of Care Unit HSC34. If you are working with adults they can be found in HSC35. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.

¹ If you are working with children and young people the term “individuals” covers children and young people and “key people” covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

² The key purpose identified for those working in health and social care settings is “to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care”

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> • Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> • Direct Observation: Your assessor or an expert witness must observe you in real work activities which provide a significant amount of the performance criteria for most of the elements in this unit. For example you may be observed working with individuals assisting them with budget planning, or you may be involved in working with a group of people giving advice and guidance on money management where either your assessor or another professional are present. • Reflective Account/professional discussion: These will be a description of your practice in particular situations based on working practices. For example you could prepare an account of how you support individuals manage their financial affairs which includes an analysis of what information is available, how effective it is in meeting their needs, the issues you have encountered and how you dealt with them.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> • Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice. • Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. • Witness testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or individual. • Products: These can be receipts, records and reports, diary evidence of day to day practice, budget analysis, care plan. You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio they should be anonymised to ensure confidentiality.
GENERAL GUIDANCE
<ul style="list-style-type: none"> • Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. • Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role. • The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for. • All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Legal and organisational requirements on equality, diversity, discrimination, rights , confidentiality and sharing of information on supporting individuals to manage their financial affairs.	
2 How to provide active support and place the preferences and best interests of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions managing their financial affairs.	
3 Dilemmas between the individual’s rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in supporting individuals to manage their financial affairs.	
4 How to deal with and challenge discrimination when supporting individuals to manage their financial affairs.	
Legislation and organisational policy and procedures	
5 Codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals to manage direct payments.	
6 Current local, UK legislation and organisational requirements, procedures and practices for: (a) data protection, including recording, reporting, storage, security and sharing of information (b) protecting individuals from danger, harm and abuse (c) supporting individuals to manage their financial affairs and the boundaries related to doing this (d) benefits and allowances (e) direct payments (f) providing financial advice of any type and managing finances on behalf of others	
7 The rights of individuals who are eligible for direct payments and the processes involved	
8 Practice and service standards relevant to your work setting and for supporting individuals to manage their finances.	
9 How to access records and information on the needs, views and preferences of individuals and key people about their finances.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Theory and practice	
10 How and where to access information and support that can inform your practice when supporting individuals to manage their finances, benefits and allowances.	
11 How you can access, review and evaluate information about finances, benefits and allowances.	
12 Government reports, inquiries and research reports relevant to individuals managing their finances.	
13 Theories relevant to the individuals with whom you work, about: (a) aspects of human growth and development and how these can affect and be affected, the individual being able to manage their finances (b) the impact, being able to manage their own financial affairs may have on the identity, self-esteem and self-image of individuals	
14 How power and influence can be used and abused when supporting individuals to manage finances.	
15 Methods of supporting individuals to express their needs and preferences about their finances and any problems they are having in managing them.	
16 How to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met.	
17 How to work with, and resolve conflicts that you are likely to meet when supporting individuals to manage their financial affairs.	
18 How to work with individuals and key people to support them to manage their financial affairs whilst promoting their rights to take as much control over their financial management as possible, how to provide the individual with accessible information about finances, benefits and allowances.	
19 How to provide the individual with accessible information about finances, benefits and allowances	
20 How to support the individual to complete benefit/claim forms.	
21 Sources of advice and support on financial assistance and management.	
22 Methods of: (a) keeping records and details of payments and receipts (b) budgeting that are acceptable and appropriate for the individuals (c) managing debts and making payments (d) storing money safely that are acceptable to the individuals	

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HSC345.1 Work with individuals to access information and advice about their financial affairs

Performance criteria		DO	RA	EW	Q	P	WT
		1	You work with the individual and/ or their carer to check the benefits and allowances they may be entitled to and where necessary access the expertise to do this.				
2	You access, understand and have available information on the benefits, allowances and entitlements to financial support and managing debts.						
3	You work with individuals and key people to identify the information and advice that will help them manage: (a) their financial affairs (b) receive the benefits and allowances to which they are entitled (c) any debts						
4	You support individuals to communicate the information and support sources that would help them manage their financial affairs.						
5	You provide active support to enable individuals to highlight the skills and abilities they and key people have, that will allow them access and use information and support to manage their financial affairs.						
6	You provide, and support the individuals to access information and support that is relevant to their needs and abilities in managing their financial affairs.						
7	You identify areas where you are unable to support the individual, seeking and accessing specialist help on particular financial matters.						
8	You provide feedback to the appropriate people and organisations when the information and support does not meet the needs of any specific groups or individuals.						

HSC345.2 Support individuals to manage and monitor their financial affairs

Performance criteria		DO	RA	EW	Q	P	WT
		1	You support individuals to complete the relevant documents for accessing benefits, entitlements and specialist expertise.				

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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HSC345.2 Support individuals to manage and monitor their financial affairs (cont)

Performance criteria		DO	RA	EW	Q	P	WT
2	You work with the individuals and others to identify the options they have to manage and monitor their financial affairs.						
3	You support individuals to select and use the methods and services they have selected.						
4	You support individuals to decide how they will review the effectiveness of the methods and services they have used to manage and monitor their financial affairs.						
5	You work with individuals and others to complete and maintain any records required to manage and monitor their financial affairs.						
6	You support individuals to make any changes to the methods and services they have used to manage and monitor their financial affairs.						
7	You work with individuals and others to review what is working and what needs to change, to manage and monitor the individual's financial affairs more effectively.						
8	You work with individuals and others to implement the changes.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
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To be completed by the Candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the Assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal Verifier Feedback

To be completed by the Internal Verifier if applicable

This section only needs to be completed if the Unit is sampled by the Internal Verifier

Internal Verifier's name:

Internal Verifier's signature:

Date: