



## QCF Unit and Assessment Specification

<b>Unit title</b>	Support Individuals to Access and Use Services and Facilities
<b>Ofqual Unit code</b>	F/601/7927
<b>SQA Unit code</b>	FL4F 57
<b>SSC Ref</b>	HSC 3013

## History of changes

**Publication date:** April 2011

**Version:** 01

<b>Version number</b>	<b>Date</b>	<b>Description</b>	<b>Authorised by</b>

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## QCF Unit specification

<b>Title</b>	Support Individuals to Access and Use Services and Facilities	
<b>Level</b>	3	
<b>Credit value</b>	4	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
<b>The learner will:</b>	<b>The learner can:</b>	
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.
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 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.	

<b>Learning Outcomes</b>  <b>The learner will:</b>	<b>Assessment Criteria</b>  <b>The learner can:</b>
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.

<b>Additional information about the Unit</b>
<b>Unit purpose and aim(s)</b>
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.
<b>Unit expiry date</b>
30 April 2015
<b>Details of the relationship between the Unit and relevant national occupational standards (if appropriate)</b>
HSC 330
<b>Details of the relationship between the Unit and other standards or curricula (if appropriate)</b>
N/A
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>
<p>This Unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles</p> <p>Learning Outcomes 2, 3 and 4 must be assessed in a real work environment</p> <p>Services and facilities may include:</p> <ul style="list-style-type: none"> <li>◆ services provided within an individual's home</li> <li>◆ services to enable an individual to meet their social care needs</li> <li>◆ community facilities</li> </ul> <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"> <li>◆ misleading</li> <li>◆ inaccurate</li> <li>◆ discriminatory</li> <li>◆ inaccessible</li> <li>◆ excluding individuals</li> </ul>
<b>Endorsement of the Unit by a sector or other appropriate body (if required)</b>
Skills for Care and Development

<b>Location of the Unit within the subject/sector classification system</b>
1.3 Health and Social Care
<b>Name of the organisation submitting the Unit</b>
City & Guilds
<b>Availability for use</b>
1 April 2011
<b>Availability for delivery</b>
Shared
<b>Guided Learning Hours</b>
25

## QCF Assessment specification

<b>Assessment (evidence) Requirements</b>
This information is provided in the accredited Unit specification and should be incorporated in the assessment and/or assessment guidance related to this Unit'.
<b>Guidance on Instruments of Assessment</b>
More information on selecting instruments of assessment can be found in <i>Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications</i> (Publication code: FA5465).