



QCF Unit and Assessment Specification

Unit title	Lead a Service that Supports Individuals through Significant Life Events
Ofqual Unit code	L/503/8138
SQA Unit code	H4YA 85
SSC Ref	EOL 502

History of changes

Publication date: October 2013

Version: 01

Version number	Date	Description	Authorised by

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QCF Unit specification

Title	Lead a Service that Supports Individuals through Significant Life Events	
Level	5	
Credit value	4	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1 Be able to implement organisational systems and procedures necessary to support individuals experiencing significant life events .	1.1	Ensure systems and structures in your setting enable and demonstrate acceptance for cultural diversity, individual wishes, needs and preferences.
	1.2	Ensure organisational systems and procedures uphold person centred approaches .
	1.3	Implement organisational systems and procedures that ensure quality of service when supporting individuals experiencing significant life events.
	1.4	Implement effective communication systems which promote open, sensitive and appropriate communication.
	1.5	Implement reporting and recording systems which safeguard people you support in line with national and local agreed ways of working.
	1.6	Ensure administrative arrangements for legal or financial issues are in line with legal requirements.
	1.7	Describe how your organisational systems and procedures can respond to the particular and future needs, wishes and preferences of individuals experiencing significant life events.
	1.8	Analyse how the service operates in ways which promote active participation for those you support, their families and carers.
	1.9	Explain how to resolve tensions or conflicts that may arise for individuals experiencing significant life events, their families and carers.

Learning Outcomes	Assessment Criteria
<p>The learner will:</p>	<p>The learner can:</p>
<p>2 Be able to ensure sufficient and appropriate resources to support individuals experiencing significant life events.</p>	<p>2.1 Ensure appropriate staffing and skills levels that would be necessary to respond to individuals experiencing significant life events.</p> <p>2.2 Provide staff and others for whom you are responsible with appropriate learning opportunities to enable them to respond sensitively to individuals experiencing significant life events.</p> <p>2.3 Identify specialist resources that may be required in supporting individuals experiencing significant life events.</p> <p>2.4 Develop collaborative working partnerships with other key services and resources to support individuals experiencing significant life events.</p> <p>2.5 Implement effective methods for sharing information with other services as appropriate.</p>
<p>3 Be able to ensure staff can respond to individuals experiencing significant life events.</p>	<p>3.1 Support staff and others to accept and respect the emotions associated with major life changes and loss.</p> <p>3.2 Support staff and others to accept and respond sensitively to individuals' wishes, choices and spiritual needs.</p> <p>3.3 Support staff to monitor individuals' emotional, behavioural, psychological or physical changes.</p> <p>3.4 Support staff and others to communicate effectively in response to individuals experiencing significant life events.</p> <p>3.5 Implement systems and procedures for staff to be able to seek additional guidance and information where they are faced with a situation which is outside of their own expertise.</p>

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
	3.6 Provide appropriate support systems for staff and others to help them to manage the impact of their work on their own emotional and physical needs.

Additional information about the Unit
Unit purpose and aim(s)
The purpose of this Unit is to assess the learner's knowledge, understanding and skills in leading and managing end of life care services.
Unit expiry date
N/A
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
N/A
Details of the relationship between the Unit and other standards or curricula (if appropriate)
N/A
Assessment requirements specified by a sector or regulatory body (if appropriate)
N/A
Endorsement of the Unit by a sector or other appropriate body (if required)
N/A
Location of the Unit within the subject/sector classification system
N/A
Name of the organisation submitting the Unit
Pearson
Availability for use
Shared
Availability for delivery
N/A

Additional information about the Unit (cont)
Guided Learning Hours
31

QCF Assessment specification

Assessment (evidence) Requirements
This information is provided in the accredited Unit specification and should be incorporated in the assessment and/or assessment guidance related to this Unit'.
Guidance on Methods/Instruments of Assessment
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).