Unit 4222-219 Support individuals to access and use information about services and facilities (HSC 2011)

Level: **2**
Credit value: **3**
UAN: **A/601/7926**

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 give feedback on information about services and facilities.

Learning outcomes

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

1. Know ways to support individuals to access information on services and facilities
2. Be able to work with individuals to select and obtain information about services and facilities
3. Be able to work with individuals to access and use information about services and facilities
4. Be able to support individuals to evaluate the information accessed on services and facilities

Guided learning hours

It is recommended that **20** 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 26.

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 Know ways to support individuals to access information on services and facilities

The learner can:

1. identify the types of **services and facilities** about which **individuals** may require information
2. identify possible barriers to accessing and understanding information
3. describe ways to overcome barriers to accessing information
4. identify a range of formats, translations and technology that could make information more accessible for individuals
5. describe types of support individuals may need to enable them to identify and understand information.

Outcome 2 Be able to work with individuals to select and obtain information about services and facilities

The learner can:

1. support an individual to communicate their needs, wishes, preferences and choices about the information they require to access services and facilities
2. work with an individual to identify relevant and up to date information on services and facilities that meet assessed needs and wishes
3. support an individual to obtain selected information in their preferred format and language.

Outcome 3 Be able to work with individuals to access and use information about services and facilities

The learner can:

1. support an individual to access the content of information about services and facilities
2. demonstrate ways to check an individual's understanding of the information
3. work with an individual to access a service or facility using the information, in ways that promote **active participation**
4. describe ways to support individuals to deal with any **issues or concerns** that may arise from the content of information.

Outcome 4 Be able to support individuals to evaluate the information accessed on services and facilities

The learner can:

1. support an individual to give feedback on whether information on services and facilities has met their needs and preferences
2. work with an individual to identify any actions or changes needed to improve the accessibility and usefulness of information
3. explain how to support an individual to challenge any information that is misleading, inaccurate or discriminatory, or which excludes individuals.

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Additional guidance

- An **individual** is someone requiring care or support.
  - Services and facilities may include:
  - services provided within an individual's home
  - services to enable individuals to meet their social care needs
  - community facilities.
- **Active participation** 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.
- I**ssues or concerns** may include those relating to:
  - Ineligibility
  - Lack of availability
  - Conditions for access.