

Unit Title: Support Individuals to Access and Use Services and Facilities	
Level:	Three
Credit Value:	4
GLH:	25
OCNLR Unit Code:	PA1/3/LQ/084
Ofqual Unit Reference Number:	F/508/4033

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
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 wellbeing. 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.

<p>3. Be able to support individuals to access and use services and facilities.</p>	<p>3.1. Identify with an individual the resources, support and assistance required to access and use selected services and facilities.</p> <p>3.2. Carry out agreed responsibilities to enable the individual to access and use services and facilities.</p> <p>3.3. Explain how to ensure individuals' rights and preferences are promoted when accessing and using services and facilities.</p>
<p>4. Be able to support individuals to review their access to and use of services and facilities.</p>	<p>4.1. Work with an individual to evaluate whether services or facilities have met their assessed needs and preferences.</p> <p>4.2. Support an individual to provide feedback on their experience of accessing and using services or facilities.</p> <p>4.3. Work with an individual to evaluate the support provided for accessing and using services or facilities.</p> <p>4.4. Identify and agree any changes needed to improve the experience and outcomes of accessing and using services or facilities.</p>

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study	O	Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay	O	Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	