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| Unit Title: Support individuals to access and use services and facilities | | |
| URN: F/601/7927 |  |  |
| Credit Value: 4 |  |  |
| Level: 3 |  |  |

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|  | **Assessment Method** | **Evidence Ref.**  **Page number, Method** | **Assessor Decision**  **Sign and Date** |
| **You must be able to:** | | | |
| **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 |  |  |  |
| **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 |  |  |  |

**Learner declaration of authenticity:**

I declare that the work presented for this unit is entirely my own work.

Learner signature: Date:

**Assessor sign off of completed unit:**

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this unit.

Assessor name:

Signature: Date: