Unit 4222-325 Support individuals during a period of change (HSC 3033)

Level: **3**
Credit value: **4**
UAN: **M/601/7907**

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 during a period of change.

Learning outcomes
There are **four** learning outcomes to this unit. The learner will:
1. Understand reasons for and responses to change
2. Be able to support individuals to plan how to manage or adapt to change
3. Be able to support individuals to manage or adapt to change
4. Be able to evaluate the support provided during a period of change

Guided learning hours
It is recommended that **29** 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 382 Support individuals to prepare for, adapt to and manage change.

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 Understand reasons for and responses to change

The learner can:

1. describe **types of change** that may occur in the course of an **individual's** life
2. analyse factors that may make change a positive or a negative experience
3. describe approaches likely to enhance an individual's capacity to manage change and experience change positively.

Outcome 2 Be able to support individuals to plan how to manage or adapt to change

The learner can:

1. work with individuals and **others** to identify recent or imminent changes affecting them
2. support the individual to assess the implications and likely impacts of the change identified
3. work with the individual and others to **plan** how to adapt to or manage the change
4. explain the importance of both practical support and emotional support during a time of change
5. identify and agree roles and responsibilities for supporting a change.

Outcome 3 Be able to support individuals to manage or adapt to change

The learner can:

1. carry out agreed role and responsibilities for supporting change, in ways that promote **active participation**
2. provide information and advice to support the individual to manage change
3. support the individual to express preferences and anxieties when going through change
4. adapt support methods to take account of preferences or anxieties
5. describe how and when to seek additional expertise and advice when supporting an individual through change.

Outcome 4 Be able to evaluate the support provided during a period of change

The learner can:

1. agree with the individual and others how the support provided will be evaluated, and who will be involved
2. work with the individual and others to identify positive and negative aspects of a change
3. work with the individual and others to evaluate the effectiveness of methods used to support the change process
4. record and report on the effectiveness of support for the change process.

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Additional guidance

- **Types of change** include changes that are:
  - positive
  - negative
  - chosen
  - unchosen
  - temporary
  - permanent
- An **individual** is someone requiring care or support
- **Others** may include:
  - Carers
  - Friends and relatives
  - Professionals
  - Others who are important to the individual's well-being
- The **plan** to manage a change may incorporate:
  - the individual's preferences associated with the change
  - existing skills or knowledge the individual has that will help them manage the change
  - new skills or knowledge the individual may need to develop in order to manage the change
  - resources and expertise for managing the change that exist within the individual's personal network
  - additional resources, support or expertise needed
  - ways to address risks that may arise from a change
- **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