Unit 4222-322 Support individuals to access housing and accommodation services (HSC 3027)

Level: **3**
Credit value: **4**
UAN: **K/601/7906**

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 access housing and accommodation services.

Learning outcomes
There are **six** learning outcomes to this unit. The learner will:
1. Understand support available to access housing and accommodation services
2. Be able to work with individuals to identify housing and accommodation services that meet their needs
3. Be able to work with individuals to plan to access housing and accommodation services
4. Be able to work with individuals to access housing and accommodation services
5. Be able to work with housing and accommodation services to meet the needs of individuals
6. Be able to contribute to the review of housing and accommodation services for individuals

Guided learning hours
It is recommended that **24** 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 349.

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, 4, 5, and 6 must be assessed in a real work environment.

Unit 4222-322 Support individuals to access housing and accommodation services (HSC 3027)

Assessment Criteria

Outcome 1 Understand support available to access housing and accommodation services

The learner can:

1. identify sources of funding and benefits that are available for housing and accommodation services
2. analyse the range of housing and accommodation services available
3. explain how and where to access specialist information and advice about housing and accommodation services.

Outcome 2 Be able to work with individuals to identify housing and accommodation services that meet their needs

The learner can:

1. work with an **individual** to identify their accommodation requirements
2. work with the individual to understand the range of accommodation services that could meet their needs
3. support the individual to understand requirements that may be made by housing and accommodation services.

Outcome 3 Be able to work with individuals to plan to access housing and accommodation services

The learner can:

1. work with the individual and others to agree a **plan** for accessing housing and accommodation services
2. establish with an individual which housing and accommodation services will be approached.

Outcome 4 Be able to work with individuals to access housing and accommodation services

The learner can:

1. support the individual to prepare to attend meetings with housing and accommodation services
2. work with the individual to provide accurate and complete information to express their requirements and preferences
3. support the individual to understand the outcome of decisions made by a housing or accommodation service
4. describe ways to challenge discrimination in accessing housing and accommodation services.

Outcome 5 Be able to work with housing and accommodation services to meet the needs of individuals

The learner can:

1. provide housing and accommodation services with information about own role and responsibilities
2. demonstrate continued contact with housing and accommodation staff to ensure individual needs are being met.

Outcome 6 Be able to contribute to the review of housing and accommodation services for individuals

The learner can:

1. work with the individual and **others** to:
   - monitor the effectiveness and consistency of the service in meeting the individual's needs and preferences
   - identify any additional support needed
2. consult with others about any problems and proposed solutions
3. record and report on the review in line with **agreed ways of working**.

Unit 4222-322 Support individuals to access housing and accommodation services (HSC 3027)

Additional guidance

- An **individual** is someone requiring care or support
- A **plan** may include:
  - realistic and achievable goals
  - actions the individual will take
  - the level and type of support required
  - roles and responsibilities
  - timescales
  - how and when progress towards goals will be reviewed
- **Others** may include:
  - carers
  - friends and relatives
  - professionals
  - others who are important to the individual's well-being
- **Agreed ways of working** will include policies and procedures where these exist.