

Unit 4222-403 Support individuals to access and manage direct payments (HSC 3024)

Level: 4
Credit value: 6
UAN: H/601/7905

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 manage direct payments.

Learning outcomes

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

1. Understand the role of direct payments
2. Be able to support individuals to decide whether to use direct payments
3. Be able to provide support to select services to be purchased with direct payments
4. Be able to provide support for completing paperwork associated with direct payments
5. Understand how to address difficulties, dilemmas and conflicts relating to direct payments
6. Be able to contribute to reviewing the support provided through direct payments
7. Be able to contribute to reviewing the management of direct payments

Guided learning hours

It is recommended that **40** 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 346.

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, 6 and 7 must be assessed in a real work environment

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Assessment Criteria

Outcome 1 Understand the role of direct payments

The learner can:

1. explain the purpose of direct payments
2. explain how direct payments relate to legislation and policies for providing care and support
3. identify the range of services for which direct payments may be used.

Outcome 2 Be able to support individuals to decide whether to use direct payments

The learner can:

1. identify sources of information and advice about using direct payments
2. provide information and advice about direct payments in a way that is accessible to an **individual** and **others**
3. access specialist guidance about using direct payments
4. work with the individual and others to decide:
 - whether a direct payment would be beneficial in meeting the individual's needs
 - the level and type of support needed to manage the direct payment.

Outcome 3 Be able to provide support to select services to be purchased with direct payments

The learner can:

1. provide accessible information about services that are likely to meet the individual's needs
2. work with the individual and others to select support that meets their needs within resources available
3. support the individual to check and understand documents produced by service providers selected.

Outcome 4 Be able to provide support for completing paperwork associated with direct payments

The learner can:

1. contribute to completing paperwork to apply for direct payments, in a way that promotes **active participation**
2. support the individual to make payments for services purchased, in a way that promotes active participation
3. contribute to submitting claims and monitoring documents for direct payments, in a way that promotes active participation.

Outcome 5 Understand how to address difficulties, dilemmas and conflicts relating to direct payments

The learner can:

1. explain how dilemmas may arise between duty of care and an individual's rights in the context of direct payments
2. identify practical difficulties and conflicts that may arise in relation to direct payments
3. describe strategies to resolve or minimise such difficulties, dilemmas and conflicts.

Outcome 6 Be able to contribute to reviewing the support provided through direct payments

The learner can:

1. agree with the individual how the support they purchase will be evaluated
2. work with the individual and others to evaluate the support they have purchased
3. agree any changes needed to the support purchased
4. provide feedback to organisations about the support purchased.

Outcome 7 Be able to contribute to reviewing the management of direct payments

The learner can:

1. work with the individual and others to review the management of the direct payment
2. agree any changes to the type and level of support needed for managing a direct payment
3. provide feedback to people and organisations about the management of the individual's direct payment.

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Additional guidance

- An **individual** is someone requiring care or support
- **Others** may include
 - family
 - friends
 - advocates
 - professionals
 - others who are important to the individual's well-being
- **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