

Overview

This standard outlines the requirements when promoting the access to and use of services and facilities. This includes supporting individuals to identify, select, access and use the services and facilities they need and then to evaluate them.

Performance criteria

You must be able to:

1. work in partnership with individuals and others to identify services and facilities that will address their preferences and needs
2. work in partnership with individuals and others to access information on services and facilities
3. support individuals and others to review and identify preferences from available options
4. support individuals and others to identify any challenges that may affect access to services and facilities
5. work in partnership with individuals and others to select services and facilities they want to access
6. empower and support individuals and others to access and use services and facilities
7. encourage individuals and others to feedback on how services and facilities have met their preferences and needs
8. identify and address changes to support individuals to access and use services or facilities
9. complete records and reports required to promote the use of services and facilities
10. reflect on how you carried out your roles and responsibilities when promoting the use of services and facilities

Knowledge and understanding

You need to know and understand:

1. the range of services and facilities available
2. how to access information about services and facilities
3. how to review and evaluate information about services and facilities
4. the influence of neurodivergence and additional needs on the selection of services and facilities
5. the influence of culture, background and spirituality on the selection of services and facilities
6. how power and influence can be used and misused when supporting individuals and others to access services and facilities
7. the importance of dignity, kindness and compassion when supporting individuals and others to access and use services and facilities
8. how to support emotional regulation when using services and facilities
9. how to respond to concerns about discrimination, actions, or inactions, that could impact on individuals accessing and using services and facilities
10. how services and facilities can influence the wellbeing of individuals
11. how to apply trauma informed principles to support individuals to access and use services and facilities
12. how to use digital tools and devices to promote the use of services
13. the records and reports required for promoting the use of services and facilities
14. theories relevant to promoting the use of services and facilities
15. the relevant legal requirements, standards of practice, frameworks and guidance for promoting the use of services and facilities
16. the workplace requirements on equality, diversity, inclusion, and rights when promoting the use of services and facilities
17. how to work in partnership with others to promote the use of services and facilities
18. how your personal experiences and unconscious bias may impact when promoting the use of services and facilities, and how to address this
19. the role of supervision, reflective practice and learning and development when promoting the use of services and facilities

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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Promote the use of services and facilities

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