



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Learner Assessment

Task 1 – Written Questions

Unit Code: CHCAGE003

Unit Name: Coordinate services for older people

Qualification:

Participant Name: _____

Version Control:

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Assessment Information

Unit code & title:	CHCAGE003 Coordinate services for older people
Unit Descriptor:	The focus of this unit is to apply the skills and knowledge required to provide services to an older person. It involves following and contributing to an established individual plan.
Application of the Unit:	This unit applies to workers in a residential or community context, or those in personal care or support services that work with older people. Work performed requires some discretion and judgement and is carried out under regular direct or indirect supervision.
Elements:	<ol style="list-style-type: none"> 1. Coordinate the delivery of the individualised plan 2. Liaise and negotiate with appropriate personnel and service providers 3. Support family and carers 4. Coordinate feedback
Performance Knowledge:	<p>There must be evidence that the candidate has:</p> <ul style="list-style-type: none"> • Coordinated the service needs for at least 3 older people requiring varying levels or types of support
Knowledge Evidence:	<p>The learner must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> • The social model of disability • Aspects of elder abuse, including: <ul style="list-style-type: none"> - Indications of neglect or abuse - Emotional impact of abuse - Appropriate management of issues surrounding abuse • Manifestations and presentation of common health problems associated with ageing, appropriate actions in response to these problems and when to refer • Role and function of various relevant health professionals • Relevant community and support services • Principles and practices of case management • Organisation standards, policies and procedures
Assessment Conditions:	<p>Skills must have been demonstrated in an ageing support workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the older person. The following conditions must be met for this unit:</p> <ul style="list-style-type: none"> • Use of suitable facilities, equipment and resources, including: • Individualised plans and any relevant equipment outlined in the plan • Organisation guidelines for abuse or neglect • Overall, assessment must involve workplace interactions with older people, colleagues, families/carers and working with the older person's individualised plan

Instructions to the student

Purpose of this assessment

This Assessment is designed to test your knowledge and skills against the criteria that is required in order for you to provide services to an older person. It involves following and contributing to an established individual plan

Methods of Assessment

The assessments have been developed in consideration to assessment requirements, learning environment and the expectations by industry.

To be deemed competent in this unit of competency the following assessment requirements must be completed. You must achieve a satisfactory result for each task to be deemed competent in this unit.

Assessment Task 1 – Written Questions – The Written Questions provided in this assessment kit is required to be completed. Assessment Task 1 may be completed within allocated training time or during periods of self-study.

Assessment Task 2 – Case Studies – The Case Study/ies provide an opportunity for you to demonstrate your knowledge and skills aligned to settings that reflect your industry. Written answers to questions relating to the different case studies is required. You are required to read the case studies and answer all the questions satisfactorily. Assessment Task 2 may be completed within allocated class time or during periods of self-study.

Assessment Task 3 – Practical Project – This practical project provides an opportunity for you to demonstrate your competency in a practical real work setting. You are required to read the project instructions This may include; collecting and providing documents, providing answers/information to the items listed and/or providing answers to written questions. You are to complete the project without the guidance from the Trainer/Assessor. Where you are not able to undertake the practical project in the workplace, your Trainer /Assessor will provide you support by creating a simulated situation. Where a simulated environment has been created your Trainer/Assessor will record this as a reasonable adjustment to the assessment method.

Assessment Task 4 – Observation/Demonstration – This assessment task enables you to demonstrate your practical skills and knowledge in a workplace context against specified criteria and observed by either your Assessor or Workplace Supervisor. You are to read the instructions provided in this section and completed the tasks while being observed. Either your supervisor or assessor will complete an observation checklist recording either a satisfactory or unsatisfactory performance. Please familiarise yourself with both the task instructions and the observation checklist to identify what the observer is looking for.

Where your demonstration is being observed by the supervisor, your assessor will contact the supervisor to confirm the demonstration and will follow up by asking you verbal questions about the task demonstrated.

Resources needed for assessment:

- Learner Guide
- Use of suitable facilities, equipment and resources, including:
- Individualised plans and any relevant equipment outlined in the plan
- Organisation guidelines for abuse or neglect
- Overall, assessment must involve workplace interactions with older people, colleagues, families/carers and working with the older person's individualised plan

What you need to do:

- Complete the activities as described above
- Take a photo copy of your work if you would like to
- Collect all the required evidence and provide to your trainer
- Sign the Assessment Agreement
- Submit the completed assessment kit to your assessor

If you have any difficulties or there is anything you don't understand, talk with your Trainer/Assessor; they are here to help you. Never be too afraid to ask about anything you don't understand related to safety and do not attempt to complete tasks you are unsure about. You can raise any concerns with your trainer/assessor.

Your assessor will provide you with feedback both verbally and in writing.

Assessment outcomes

Satisfactory – Evidence provided meets the requirements of the assessment method and unit of competency

Not Satisfactory – Evidence provided does not meet the requirements of the assessment method and unit of competency.

If you have been given a Not Satisfactory assessment outcome you will be given the chance to review with your assessor and discuss the area/s for improvement and time will be elected where you will be required to resubmit the Assessment Workbook as per the assessor's instructions. If you receive a Satisfactory outcome for the individual Assessment Mode, then this outcome will contribute to final judgement of competency for this unit.

Reasonable Adjustment

Special consideration may be applied, and reasonable adjustment given to this assessment, as required. (*See further information in student handbook – Access & Equity and RTO policies and procedures – Assessment Policy*).

Any adjustments made to standard assessment will be documented clearly in assessment kit either at the front of the booklet or in the individual competency record.

Document any adjustments to standard assessment

Reassessment

Where you are found not yet competent, the RTO will provide three further opportunities to achieve competency at no cost. If you request to be re-assessed after the 3 attempts a cost of \$200 per unit will be applied and any attempt thereafter. (*see Assessment Policy for further information*).

Assessment Agreement

An assessment agreement is required to ensure that all students are aware of the process and purpose of an assessment and the requirements that achieve competence in this unit.

Student Full Name:	
Unit Code and Title:	CHCAGE003 – Coordinate services for older people
Qualification:	

Please tick as appropriate	Yes	No	Comment
The purpose of the assessment has been clearly explained			
Assessment methods and outcomes required have been clearly explained and I understand what is required of me to achieve competency in this unit			
I have been made aware of the Assessment and Appeals Policy			
I have discussed any special needs to be considered during assessment with my assessor			
I understand I have three attempts to complete each task satisfactorily. After three attempts, \$200 per unit will be charged to reassess the unit of competency. If after the fourth attempt I am deemed 'Not Yet Competent', I will be required to do further training before reattempting this unit.			
I give permission for the RTO to use my assignment for assessment moderation / validation purposes.			
I declare that I understand how assessment will take place for this unit. I also understand that work completed towards this assessment must be verifiably my own.			
Student's Name: _____			
Student's Signature: _____ Date: ____ / ____ / _____			
Assessor's Name: _____			
Assessor's Signature: _____ Date: ____ / ____ / _____			

Assessment Task 1 - Written Questions

Assessment description

This assessment task requires you to provide answers to the listed written questions.

1. **Provide a summary of the social model of disability.**

Assessor Use Only: Satisfactory response provided

YES NO

2. **What considerations would you make when prioritising the needs of an individual?**

Assessor Use Only: Satisfactory response provided

YES NO

3. Select two (2) health conditions associated to ageing.

For each of these conditions provide answers within the table below;

Health Condition 1:	
Possible needs associated	
A problem that may be associated to the condition. How would you respond to this problem	
Special conditions that will need to be outlined in an individualised plan relating to the condition	
Services that may be required to support the person with the need	
When would you instigate referral options	
What health professional would assist you in this situation and what would be their role	
Assessor Use Only: Satisfactory response provided YES <input type="radio"/> NO <input type="radio"/>	

Health Condition 2:

Possible needs associated

How would you respond to this problem

Special conditions that will need to be outlined in an individualised plan relating to the condition

Services that may be required to support the person with the need

When would you instigate referral options

What health professional would assist you in this situation and what would be their role

Assessor Use Only: Satisfactory response provided

YES **NO**

4. List the signs that indicate an older person is experiencing; financial, physical or emotional abuse.

Assessor Use Only: Satisfactory response provided **YES** **NO**

4b. List the steps you would take to respond to the above signs of abuse.

Assessor Use Only: Satisfactory response provided **YES** **NO**

5. List the areas where you may be required to support an older person by negotiating, consulting and collaborating with support services and providers.

Assessor Use Only: Satisfactory response provided YES NO

6. What is the key purpose of completing reviews of services?

Assessor Use Only: Satisfactory response provided YES NO

7. Describe the signs that would indicate that a service or support worker is no longer able to provide the service, or level or service required.

Assessor Use Only: Satisfactory response provided YES NO

7b). What would you need to consider and manage when changing a service?

Assessor Use Only: Satisfactory response provided **YES** **NO**

8. What are the indicators that would show carers and families are requiring support?

Assessor Use Only: Satisfactory response provided **YES** **NO**

8b. What support and respite could you recommend for carers?

Assessor Use Only: Satisfactory response provided **YES** **NO**

9. Describe how you would coordinate the process of gaining and evaluating feedback?

Assessor Use Only: Satisfactory response provided YES NO

10. Provide a summary for the following terms and how they might influence your role as a service coordinator. (minimum of two (2) paragraphs each)

- **Principles and practices of case management**

- **Organisation standards, policies and procedures**

Assessor Use Only: Satisfactory response provided

YES **NO**

Written Questions Assessment Record

CHCAGE003	Coordinate the services of older people
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Reasonable Adjustments made			
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Assessment activity Task 1 – Written Questions	Satisfactory	Not Satisfactory	Assessor Initials
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Date: ___ / ___ / _____			
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Assessment Guide

Satisfactory	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is satisfied that all requirements have been met.
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Not Satisfactory	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is not satisfied that all requirements have been met.
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Re- Assessment

___ / ___ / _____			
___ / ___ / _____			
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___ / ___ / _____			

Competency Record

Unit Code & Title	CHCAGE003 Coordinate the services of older people
Student Name:	
Assessment Strategies:	Satisfactory Unsatisfactory
Student Feedback:	Assessment Task 1 - Written Questions
Assessment Result:	<p>The participant is COMPETENT</p> <p>The participant is NOT YET COMPETENT</p>
Assessor Declaration:	<p>Evidence of Competency is:</p> <p>Valid Authentic Sufficient Current</p> <p>All the above assessment modes have been met</p> <p>The assessment has been modified due to Reasonable Adjustment (see below)</p> <p>Gaps in performance were identified and reassessment completed (as per record of results)</p> <p>Feedback given to student: Written (above) Email (attached)</p>
Assessor's Name:	
Assessor's Signature:	Date: ____ / ____ / _____