



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Learner Assessment

Task 1 – Written Questions

Unit Code: CHCCCS006

Unit Name: Facilitate individual service planning and delivery

Qualification:

Participant Name: _____

Version Control:

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Assessment Information

Unit Code & Title:	CHCCCS006 - Facilitate individual service planning and delivery
Unit Descriptor:	This unit describes the skills and knowledge required to contribute to the development, implementation and review of individualised support.
Application of the Unit:	This unit applies to workers in a range of community services and service delivery contexts. Work will involve collaborating with the person requiring support and other people involved in the support network. Service needs may be complex or multiple.
Elements:	<ol style="list-style-type: none"> 1. Establish and maintain relationships 2. Prepare for planning 3. Plan service delivery 4. Review service delivery implementation 5. Complete reporting requirements
Performance Knowledge:	<p>Evidence must be shown of learners' ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:</p> <ul style="list-style-type: none"> • Worked within established guidelines to contribute to the planning and reviewing of services which meet the needs of at least 3 people • Contributed to the planning processes by communicating effectively with the person and other stakeholders using active listening and questioning
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"> • Role and responsibilities of different people in the planning process: <ul style="list-style-type: none"> – Person's assessor, carers and other support workers, health professionals, other service providers, service delivery workers • Human development across the lifespan and influences on service delivery • Strengths-based planning processes: <ul style="list-style-type: none"> – Assessment process, collaborative approach, documentation and reporting requirements • Features and modes of service delivery: <ul style="list-style-type: none"> – Range of service options, variations for individualised service, resource requirements – Motivational goal setting, collaborating with other service providers to address diverse and multi-faceted needs – Transitioning to other services, exiting service • Legal and ethical considerations related to planning and service delivery and how these are applied in an organisation and individual practice, including: <ul style="list-style-type: none"> – Duty of care, privacy, confidentiality and disclosure, safety and security • Risk management considerations and ways of minimising risk: <ul style="list-style-type: none"> – Environmental, physical, physiological, continuous improvement processes

**Assessment
Conditions:**

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- Use of suitable facilities, equipment and resources, including:
 - Planning and service delivery policies and procedures
 - Planning templates and tools
 - Individualised plans and any relevant equipment outlined in the plan

Assessors must satisfy the Standards for Registered Training Organisations (AHQTS) 2015/AQTF mandatory competency requirements for assessors.

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 work within established guidelines to contribute to the planning and reviewing of services which meet the needs of at least 3 people along with contributing to the planning processes by communicating effectively with the person and other stakeholders using active listening and questioning.

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:

- Simulated environment that reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.
- Workplace for practical placement
- Individual plans (workplace documents) and any equipment outlined in the plan,
- Planning templates and tools
- Planning and service delivery policies and procedures
- Access to codes of practice, relevant organisation policies and procedures that involve planning and service delivery
- Learner Guide
- Log book/journal for work placement

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 AHQT 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 AHQT 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:	CHCCCS006 – Facilitate individual service planning and delivery
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 AHQT 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. List a minimum of four (4) service options that may be engaged and describe in one sentence the benefit/s the service can provide to an individual.

1.

2.

3.

4.

Assessor Use Only: Satisfactory response provided

YES NO

2. Demonstrate your understanding of the various people and organisations that may be involved in the planning process by writing a paragraph describing the roles and responsibilities of each of the following;

Assessors:

Support workers /carers:

Health professionals:

Service delivery workers:

Assessor Use Only: Satisfactory response provided

YES **NO**

3. Explain what good will is, and provide a reason why developing and maintaining good will is important.

Assessor Use Only: Satisfactory response provided

YES NO

4. Provide an outline of the actions you can take and the information you could provide that will support the development of trust.

Assessor Use Only: Satisfactory response provided

YES NO

5. How does human development, physical and psychological factors along with life stages affect and influence service delivery?

Assessor Use Only: Satisfactory response provided

YES NO

6. What indicators demonstrate the persons readiness to commence the development of an individualised plan?

Assessor Use Only: Satisfactory response provided

YES NO

7. Who might be involved in the pre-planning and planning process?

Assessor Use Only: Satisfactory response provided

YES NO

8. What information will be utilised throughout the preplanning and planning process, how and to whom might this be distributed?

Assessor Use Only: Satisfactory response provided

YES NO

9. To apply a strength-based approach to planning, what would you need to do?

Assessor Use Only: Satisfactory response provided

YES NO

10. Research service planning tools used within our organisation or another organisation and provide an overview of the tool and the process required to use it.

Assessor Use Only: Satisfactory response provided

YES NO

11. What are six (6) factors you could draw from to assist you in establishing goals?

1.

2.

3.

4.

5.

6.

Assessor Use Only: Satisfactory response provided

YES NO

11b. List six (6) resources that you may be required to utilise when establishing goals.

1.

2.

3.

4.

5.

6.

Assessor Use Only: Satisfactory response provided

YES NO

12. How could an integrated approach support the aged who have interrelated needs?

Assessor Use Only: Satisfactory response provided

YES **NO**

13. Provide examples of what would constitute as an; environmental, physical, physiological risk.

Environmental:

Physical:

Physiological:

Assessor Use Only: Satisfactory response provided

YES **NO**

13b. What consideration or management strategies would you apply to minimise the above risks?

Assessor Use Only: Satisfactory response provided

YES **NO**

14. What are the legal and ethical considerations related to planning and service delivery and how is this applied to individual practice and within an organisation?

Assessor Use Only: Satisfactory response provided

YES **NO**

15. Describe how you would manage a situation where there was conflict between a support worker and carer, that related to the older persons perspective and choice on a service or goal.

Assessor Use Only: Satisfactory response provided

YES NO

16. Why might variations to individualised service occur and how might these be managed?

Assessor Use Only: Satisfactory response provided

YES NO

17. What actions can you take that will support successful transition and exiting of services?

Assessor Use Only: Satisfactory response provided YES NO

18. What techniques might you apply to conduct a service delivery review?

Assessor Use Only: Satisfactory response provided YES NO

19. What might be the cause for a service review to have negative results?

Assessor Use Only: Satisfactory response provided

YES NO

19b. What questions would you ask to determine where the issue lies?

Assessor Use Only: Satisfactory response provided

YES NO

19c. Who would you work with and what actions would you take?

Assessor Use Only: Satisfactory response provided

YES NO

20. How can you support the person when considering and making adjustments to individualised plans?

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

21. What reporting requirements are involved in facilitating service planning and delivery?

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

21b. List six (6) guidelines that you would follow when completing reporting and recording.

1.

2.

3.

4.

5.

6.

Assessor Use Only: Satisfactory response provided

YES **NO**

22. Provide details of four (4) things a continuous improvement system should do.

1.

2.

3.

4.

Assessor Use Only: Satisfactory response provided

YES **NO**

22b. How you would manage its implementation?

Assessor Use Only: Satisfactory response provided

YES **NO**

Written Questions Assessment Record

CHCCCS006

Facilitate individual service planning and delivery

Reasonable Adjustments made

Assessment activity Task 1 – Written Questions	Satisfactory	Not Satisfactory	Assessor Initials
Date: ___ / ___ / _____			

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.
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.

Re- Assessment

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

Competency Record

Unit Code & Title:	CHCCCS006 - Facilitate individual service planning and delivery
Student Name:	
Assessment Strategies:	Satisfactory Unsatisfactory
	Assessment Task 1 - Written Questions
Student Feedback:	
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: ____ / ____ / _____