



**AUSTRALIAN  
HEALTHCARE**  
QUALIFICATIONS & TRAINING

# Learner Assessment

## Task 1 – Written Questions

**Unit Code:** CHCCCS011

**Unit Name:** Meet personal support needs

**Qualification:**

**Participant Name:** \_\_\_\_\_

Version Control:

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# Assessment Information

<b>Unit Code &amp; Title:</b>	CHCCCS011 Meet Personal Support Needs
<b>Unit Descriptor:</b>	This unit describes the skills and knowledge required to determine and respond to an individual's physical personal support needs and to support activities of daily living.
<b>Application of the Unit:</b>	This unit applies to workers who provide support to people according to an established individualised plan in any community services context. Work performed requires some discretion and judgement and may be carried out under regular direct or indirect supervision.
<b>Elements:</b>	<ol style="list-style-type: none"> <li>1. Determine personal support requirements</li> <li>2. Maximise participation</li> <li>3. Provide personal support</li> <li>4. Complete reporting and documentation</li> </ol>
<b>Performance Knowledge:</b>	<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"> <li>• Safely supported at least 2 individuals by performing the activities outlined in the performance criteria of this unit. This includes following support requirements of an established individualised plan and supporting each of the following activities: <ul style="list-style-type: none"> <li>- Bed bathing</li> <li>- Dressing, undressing and grooming</li> <li>- Eating and drinking using appropriate feeding techniques</li> <li>- Oral hygiene, shaving, showering</li> <li>- Toileting and the use of continence aids</li> <li>- Using aids and equipment including devices used by the person</li> </ul> </li> <li>• Performed the following hazardous manual handling scenarios at least once: <ul style="list-style-type: none"> <li>- Transferring a person between bed and chair</li> <li>- Transferring a person in and out of car</li> <li>- Falls recovering</li> </ul> </li> </ul>
<b>Knowledge Evidence:</b>	<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"> <li>• Different contexts for provision of personal support and impacts on the way services are provided</li> <li>• Role and responsibilities of the personal support providers and workers</li> <li>• Concepts of enablement and re-ablement</li> <li>• Legal and ethical requirements related to the provision of personal support, and how these are applied in an organisation and individual practice:</li> <li>• Privacy, confidentiality and disclosure</li> <li>• Duty of care</li> <li>• Work health and safety, including manual handling</li> <li>• Basics of: body hygiene, grooming, oral hygiene, human body system</li> </ul>

	<ul style="list-style-type: none"> <li>• Personal safety and security risks associated with provision of personal support and strategies to minimise those risks</li> <li>• Features, functions and safe use of equipment and aids used in provision of personal support and devices used by the person including the importance of adjusting equipment and aids to the needs of the individual</li> <li>• Techniques for completing physical support routines</li> <li>• Infection control procedures</li> <li>• Organisational reporting technologies</li> </ul>
<b>Assessment Conditions</b>	<p>Skills must have been demonstrated in a relevant workplace that provides personal support services to people, 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 person. The following conditions must be met for the unit:</p> <ul style="list-style-type: none"> <li>• Use of suitable facilities and resources including:</li> <li>• Individualised plans specifying different personal support needs</li> <li>• Equipment outlined in individualised plans</li> <li>• Modelling of industry operating conditions including involvement of real people when simulating the provision of service and equipment use</li> </ul> <p>Overall, assessment must involve some real interactions with people who require personal support.</p>

# 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 determine and respond to an individual's physical personal support needs and to support activities of daily living.

## 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 – Simulated Project –** This simulated project provides an opportunity for you to demonstrate your competency in a practical setting reflective of the workplace. You are required to read and follow the project instructions. This may include; utilising and completing provided simulated support documentation, participating in role plays, using equipment and/ or providing answers to written questions. Depending on the task you may require guidance from the trainer/assessor and/or participation of other learners. Marking criteria for the simulation is included and is to be used to determine your competency. Please familiarise yourself with both the task instructions and the marking criteria to identify what the trainer/ assessor is looking for.

**Assessment Task 4 – Workplace 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.

Between the two assessment methods 3 & 4 the student must demonstrate the ability to safely support 2 individuals in following an individualised plan for each of the following activities;

- Bed bathing
- Dressing, undressing and grooming
- Eating and drinking using appropriate feeding techniques
- Oral hygiene
- Shaving
- Showering
- Toileting and the use of continence aids
- Using aids and equipment including devices used by the person

Along with assisting in one activity for each of the following;

- Transferring a person between bed and chair
- Transferring a person in and out of car
- Falls recovering

**Assessment Task 5 – 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
- Simulated environment that reflect real working conditions by modelling industry operating conditions including involvement of real people when simulating the provision of service and equipment use
- Workplace for practical placement
- Individual plans specifying different personal support needs (workplace documents)
- Equipment outlined in individualised plans and simulated assessment tasks
- Access to codes of practice, relevant organisation policies and procedures
- Learning material
- Log book/journal for work placement
- Access to a vehicle
- Access to equipment such as beds, chair and hoist

### **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.

<b>Student Full Name:</b>			
<b>Unit Code and Title:</b>	CHCCCS011 - Meet personal support needs		
<b>Qualification:</b>			
<b>Please tick as appropriate</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
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.			
<b>Student's Name:</b> _____			
<b>Student's Signature:</b> _____ <b>Date:</b> ____ / ____ / _____			
<b>Assessor's Name:</b> _____			
<b>Assessor's Signature:</b> _____ <b>Date:</b> ____ / ____ / _____			



# Assessment Task 1 - Written Questions

## Assessment description

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

1. **What is the best way a staff member can confirm the equipment, processes and aids being used is correct and appropriate for the client?**

Assessor Use Only: Satisfactory response provided      YES     NO

2. **As an aged care worker there are various roles and responsibilities that fall within your scope of practice. Provide a minimum of five (5) of these responsibilities.**

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided      YES     NO

**2b. Provide three (3) areas that would fall outside of the scope of your role**

1.

2.

3.

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

**2c. What would you do if you came across a situation that fell outside of your role and responsibility?**

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

**3. Staff can address the personal support requirements of clients in the following ways;**

- A) Using equipment and aids to support mobility**
- B) Following personal care plans**
- C) Implementing organisation policies and procedures**
- D) Identifying risks**
- E) Assisting with technical care activities**
- F) Maintaining confidentiality, privacy and dignity of the client**
- G) Reporting any variations of client health**

**Select three (3) of the above areas and describe what might impact on the way the support service is provided.**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

4. When determining the support requirements of the person, what considerations will you apply?

Assessor Use Only: Satisfactory response provided YES  NO

5. Describe the process you would take if you have identified a risk associated to providing support.

Assessor Use Only: Satisfactory response provided YES  NO

6. What behaviours can you demonstrate throughout the provision of services that will ensure it is a positive experience for the individual?

Assessor Use Only: Satisfactory response provided

YES  NO

7. There are a variety of support needs and activities that you may be required to action throughout your role as a carer or support worker. For the ones listed below, complete the table and record what risks may be included and how you would safely prepare for the task. Include any adjustments you may have to make and the techniques that you would apply.

Ensure that the safety precautions relate to the individual and yourself.

Task	Risks associated	Safety measures to prepare
Bed bathing		
Dressing/undressing		
Grooming		
Assist with feeding		
Showering		

Task	Risks associated	Safety measures to prepare
Toileting and the use of continence aids		
Transferring a person between a bed and a chair		
Transferring a person in and out of a car		
Assisting in a falls incident		
An aid or device used by the person Name the device:		
A technical care activity; e.g. catheter care, eye care, application of prosthesis or anti-thrombotic stocking. Simple dressing		
<b>Assessor Use Only:</b> Satisfactory response provided      YES <input type="radio"/> NO <input type="radio"/>		



**7b. Identify four (4) routine difficulties that you may be faced with when conducting personal support routines.**

**Describe how you would respond.**

1.

2.

3.

4.

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

**7c. What action would you take if a routine difficulty became a complex problem?**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

8. Your role as a care worker, requires you to have a basic knowledge of body hygiene, grooming, oral hygiene and the human body system.

For the areas listed below, provide details of;

- Signs of positive health
- Signs and symptoms that might signify a change in the persons health.

Health point	Signs of positive health	Signs and symptoms that would signify a change in the persons health
Body hygiene		
Grooming		
Oral hygiene		
Human body system		
<p><b>Assessor Use Only:</b> Satisfactory response provided      YES <input type="radio"/>    NO <input type="radio"/></p>		

9. Changes to support needs and requirements are a common element within aged care. What actions do you take when you have identified either a personal support requirement or a component of the persons health has changed?

Assessor Use Only: Satisfactory response provided

YES  NO

10. A resident has shown signs of gastroenteritis with symptoms of vomiting and diarrhea. List the policies and procedures that would need to be followed in this situation.

Assessor Use Only: Satisfactory response provided

YES  NO

**10b. What technology might be utilised throughout reporting?**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

**11. List the information relating to support needs of an individual that you would be required to document.**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

**12. How is information and documents stored?**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

**13. Provide a summary of your understanding surrounding enablement and re-ablement.**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

14. List the legal and ethical requirements related to personal support under the following headings;

**Privacy, confidentiality and disclosure:**

**Duty of care:**

**Work health and safety:**

**Manual handling:**

**Assessor Use Only:** Satisfactory response provided

**YES**  **NO**

15. Research five (5) various pieces of equipment and/or aids that may be used throughout providing personal support and provide details on the features, functions and safety requirements in the below table.

Item	Features	Main function	Safety requirements
<b>Assessor Use Only:</b> Satisfactory response provided      YES <input type="radio"/> NO <input type="radio"/>			

## Written Questions Assessment Record

CHCCCS011

Meet personal support needs

<b>Reasonable Adjustments made</b>			
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Assessment activity Task 1 – Written Questions	Satisfactory	Not Satisfactory	Assessor Initials
Date: ___ / ___ / _____			

### Assessment Guide

<b>Satisfactory</b>	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is satisfied that all requirements have been met.
<b>Not Satisfactory</b>	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

<b>Unit Code &amp; Title:</b>	CHCCCS011 – Meet personal support needs
<b>Student Name:</b>	
<b>Assessment Strategies:</b>	Satisfactory    Unsatisfactory
	Assessment Task 1 - Written Questions
<b>Student Feedback:</b>	
<b>Assessment Result:</b>	<p>The participant is COMPETENT</p> <p>The participant is NOT YET COMPETENT</p>
<b>Assessor Declaration</b>	<p>Evidence of Competency is:</p> <p style="text-align: center;">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>
<b>Assessor's Name:</b>	
<b>Assessor's Signature:</b>	Date: ____ / ____ / _____