



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Learner Assessment

Task 2 - Case Study

Task 3 – Research Project

Unit Code: CHCPRP001

Unit Name: Develop and maintain networks and collaborative partnerships

Qualification:

Participant Name: _____

Version Control:

Please Note: All care has been taken to ensure this document is of the highest quality at the time of publication. The authors, editors, and publishers will not be responsible for any actions taken on the basis of this documentation, nor for any errors or omissions, or for the results obtained from the use of such information.

Contents

Assessment Information	2
Instructions to the student.....	4
Assessment Agreement.....	6
Assessment Task 2 - Case Study.....	7
Assessment Task 3 - Research Project.....	15

Assessment Information

Unit Code & Title:	CHCPRP001 - Develop and maintain networks and collaborative partnerships
Unit Descriptor:	This unit describes the skills and knowledge required to identify networking and collaboration needs and develop formal and informal partnerships to enhance service delivery and improve professional practice.
Application of the Unit:	This unit applies to work in all industry sectors, and to individuals who take pro-active responsibility for improving collaboration between workers and organisations.
Elements:	<ol style="list-style-type: none"> 1. Identify networking and collaboration needs and opportunities 2. Develop collaboration strategies 3. Work collaboratively 4. Represent the organisation 5. Maintain and enhance networks and collaborative partnerships
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"> • Developed strategies for networking and collaboration for at least 1 organisation • Worked collaboratively with external individuals or groups in at least 3 different service delivery situations
Knowledge Evidence:	<ul style="list-style-type: none"> • Legal and ethical considerations for collaborative practice, including: <ul style="list-style-type: none"> - Copyright and intellectual property - Privacy, confidentiality and disclosure • Principles of networking and collaboration • Different types of networks and collaboration: <ul style="list-style-type: none"> - Organisational - Individual - Virtual - Formal/informal • Benefits of networking and collaboration: <ul style="list-style-type: none"> - For clients - For the organisation - For the worker • Values, limitations and dynamics of networks and collaborative partnerships • Industry structure and interrelationships between different organisations, both public and private • Established networks in relevant area of work: <ul style="list-style-type: none"> - Structure - Key stakeholders - Vision and purpose - Opportunities for participation

**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 information relating to peak bodies, network groups and web-based network services
- Modelling of industry operating conditions, including presence of situations that allow interactions with individuals and organisations.

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 identify networking and collaboration needs and develop formal and informal partnerships to enhance service delivery and improve professional practice.

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 – Research Project – This Research project provides an opportunity for you to demonstrate their knowledge and understanding of the real work setting. You are required to read and follow the research project instructions in order to review and analyse practices in the workplace. The task requires you to work in collaborate with a supervisor or manager within your workplace.

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.

Resources needed for assessment:

- Learner Guide
- Policies and procedures
- Learning material (which includes simulated environment and related tools and learner guide)
- Information relating to peak bodies, network groups and web based network services

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 of 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 assessors 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:	CHCPRP001 – Develop and maintain networks and collaborative partnerships
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.			
<p>I declare that I understand how assessment will take place for this unit.</p> <p>I also understand that work completed towards this assessment must be verifiably my own.</p>			
<p>Student's Name: _____</p> <p>Student's Signature: _____ Date: ___ / ___ / _____</p>			
<p>Assessor's Name: _____</p> <p>Assessor's Signature: _____ Date: ___ / ___ / _____</p>			

Assessment Task 2 - Case Study

Assessment Description

This assessment is based on a case study for you to read and complete the relevant questions.

Case Study 1

Mrs Piniata has recently had a L) CVA (stroke) and was at a rehabilitation unit prior to being admitted to the Australian Healthcare QT facility and you are responsible for interviewing her and her family for the initial intake assessment. Her family wish her to continue the same therapy regime and they have asked you to arrange a physiotherapist to visit and for hydrotherapy twice a week. On further research you have determined that your organisation has not utilised the services of the physiotherapist that Mrs Piniata is familiar with.

1. Describe the steps you would take to assist Mrs Piniata in receiving the hydrotherapy services.

Assessor Use Only: Satisfactory response provided

YES

NO

2. What information will you gather?

Assessor Use Only: Satisfactory response provided

YES

NO

3. How will you initiate contact and a relationship with the physiotherapist?

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

4. How will you invite collaboration with all parties?

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

5. What information and resources will you need to collect and provide?

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

6. Once the services have been agreed upon how will you document the collaboration and what information would you record?

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

7. What actions would you take to ensure the information is current and accessible to others?

Assessor Use Only: Satisfactory response provided

YES

NO

Case Study 2

You are attending your weekly team meeting and the chair person has commenced talking about feedback and correspondence received from external sources.

He reads out a letter from Mr Rivers. Mrs Rivers recently passed away from pneumonia after 3 months of being in high needs care from a variety of illnesses. Mr Rivers described his disappointment in the services of your organisation as a whole. He was particularly concerned about the low level of communication they received and described situations where visits by services were very brief and even though there was supposed to be meetings held regularly with the departments and services supporting Mrs Rivers, that there were no actual group discussions held. He advised that from his perspective the staff were always busy and seemed to only have a few minutes to spare with Mrs Rivers, before rushing off to someone else. He also stated that on more than one occasion, a service provider had come to see Mrs Rivers that wasn't supposed to be seeing her and another service provider had sent two people in the one day, leaving the staff annoyed and Mr and Mrs Rivers quite confused.

You have been asked to conduct research into the situation and establish a project team to collaborate with, to determine where the gaps in care were.

1. What are the advantages for organisations to engage in collaborative practice?

Assessor Use Only: Satisfactory response provided

YES

NO

2. From Mr Rivers correspondence, what would you suggest is the main gap in the collaborative practice?

Assessor Use Only: Satisfactory response provided YES NO

3. How can organisations practices be improved through collaboration?

Assessor Use Only: Satisfactory response provided YES NO

An internal investigation was completed, and the following improvements were made;

- New communication processes
- Sharing of information
- Scheduled collaboration for all residents and their support services
- New documentation provided and processes for completion
- Fortnightly reviews were conducted for each person with the supervisor

Three months after the feedback was received another family member provided similar feedback to Mr Rivers. It seemed that an area had reverted to previous practices.

4. What would be the procedure then to improve the services?

Assessor Use Only: Satisfactory response provided YES NO

Case Study 3

Evelyn has just moved into your facility and you are talking with her and her family about her needs, likes, dislikes and goals. Throughout the conversation Evelyn has made it very clear that she will not be using the facilities hairdresser. She had been using her local hairdresser for 25 years and has no intention of changing.

She has also advised that she would like to have a bikini wax, however she doesn't know where to go. Again, she doesn't want to use a facility-based beautician. Evelyn will need physical assistance to get up on the table for waxing, so you will need to find a beautician that will allow a support worker to come in with her.

1. Describe the steps you will take to support Evelyn in meeting her needs.

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

2. How would you approach communication with the beautician, formally or informally?

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

3. Provide details on how you will represent the organisation in a positive way.

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

3b. What information will you provide the hairdresser and the beautician?

Assessor Use Only: Satisfactory response provided

YES

NO

Case Study 4

Judy is a Manager with Australian Healthcare QT and represents the organisation at various networking events. During team meetings she provides a brief overview of important information she discovered at these events or partnerships and successful outcomes achieved through network and collaboration.

At today's meeting she has invited staff including you to consider committing 3 hours a month to network practices and to spend 3 hours a month reviewing current collaborative practices engaged in in order to maintain and enhance networks and collaborative partnerships.

1. How might you benefit from participating in networking activities?

Assessor Use Only: Satisfactory response provided

YES

NO

2. If you decide to engage in network opportunities, how will you ensure that you achieve value from the activities?

Assessor Use Only: Satisfactory response provided YES NO

3. How can you monitor the benefits of participating in networks and collaborative partnerships?

Assessor Use Only: Satisfactory response provided YES NO

4. What do you need to consider when determining the effectiveness of the network and collaborative partnership?

Assessor Use Only: Satisfactory response provided YES NO

Case Studies Assessment Record

CHCPRP001

Develop and maintain networks and collaborative partnerships

Reasonable Adjustments made			
------------------------------------	--	--	--

Assessment activity Task 2 – Case Study	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

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

Evidence

You will need to provide the following evidence of completing this task:

Part One: A detailed overview of the client care plan and collaboration partnerships as described in the criteria required to be answers

Part Two: Interview questions and notes relating to the points 'a- i' as listed.

Marking criteria		
Throughout the research activity did the student meet the following criteria?	Yes	No
Understanding of the available networks and collaborative partnerships in your workplace		
Ability to identify gaps in collaborative practice and identify actions taken to correct		
What is considered inter or intra sectorial professionals or organisations		
The information that is needed and how it is recorded, shared and updated		
How organisations and individual needs are prioritised		
How relationships are initiated in the workplace		
Examples of informal and formal communication strategies		
An understanding of issues and limitations that can be form within partnerships		
Recognition of ethical and legal considerations		
Knowledge of how to maintain and enhance networks and collaborative partnerships		

Assessor Use Only: Satisfactory response provided

YES

NO

Research Project Assessment Record

CHCPRP001

Develop and maintain networks and collaborative partnerships

Reasonable Adjustments made			
------------------------------------	--	--	--

Assessment activity Task 3 – Research Project	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:	CHCPRP001 - Develop and maintain networks and collaborative partnerships
Student Name:	
Assessment Strategies:	Satisfactory Unsatisfactory
	Assessment Task 2 - Case Study Assessment Task 3 - Research Project
Student Feedback:	
Assessment Result:	The participant is COMPETENT The participant is NOT YET COMPETENT
Assessor Declaration:	Evidence of Competency is: Valid Authentic Sufficient Current All of the above assessment modes have been met The assessment has been modified due to Reasonable Adjustment (see below) Gaps in performance were identified and reassessment completed (as per record of results) Feedback given to student: Written (above) Email (attached)
Assessor's Name:	
Assessor's Signature:	Date: ____ / ____ / _____