



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Learner Assessment

Task 1 – Written Questions

Unit Code: CHCHCS001

Unit Name: Provide home and community support services

Qualification:

Participant Name: _____

Version Control:

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Assessment Information

Unit Code & Title:	CHCHCS001 Provide home and community support services
Unit Descriptor:	This unit describes the skills and knowledge required to work in a home support environment and community settings with individuals, family members, staff, visitors, suppliers and others to meet established work requirements.
Application of the Unit:	This unit applies to workers in a community services context. 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. Determine requirements of individual plan 2. Establish relationship in the home 3. Operate respectfully in the home 4. Complete reporting and documentation
Performance Knowledge:	<ul style="list-style-type: none"> • Provided services to individual/s in at least 2 different home or community support settings • Used appropriate inter-personal skills: <ul style="list-style-type: none"> - Establishing a positive relationship with the individual - Seeking clarification of tasks - Interpreting and following instructions
Knowledge Evidence:	<ul style="list-style-type: none"> • Legal and ethical considerations for providing home and community services, including: <ul style="list-style-type: none"> - Codes of practice - Basic home fire safety and associated state/territory smoke alarm legislation - Dignity of risk - Duty of care - Privacy, confidentiality and disclosure - Practice standards - Work role boundaries – responsibilities and limitations - Work health and safety • Relevant organisation policies and procedures and how to access them, including risk management practices when the work environment is a person’s home • Personal and property security procedures, including personal security protocols and equipment • Relevant policy and programs, including: <ul style="list-style-type: none"> - Home and community care (HACC) - Department of Veterans’ Affairs (DVA) - Government community care directions • Implications for work in the sector including: <ul style="list-style-type: none"> - Person-centred practice - Consumer-directed care

	<ul style="list-style-type: none"> - Empowerment and disempowerment • Indicators of abuse and/or neglect, including: <ul style="list-style-type: none"> - Physical - Sexual - Psychological - Emotional - Financial
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 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 • Personal protective equipment • Relevant organisation policies and procedures <p>Overall, assessment must involve workplace interactions with people in their home, colleagues, families/carers and working with the person’s individualised plan.</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 work in a home support environment and community settings with individuals, family members, staff, visitors, suppliers and others to meet established work requirements.

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
- Individualised plans and any relevant equipment outlined in the plan
- Personal protective equipment
- Relevant organisation policies and procedures
- Real people in their home, colleagues, families and carers

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:	CHCHCS001 – Provide home and community support services
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 1 - Written questions

Assessment description

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

1. What is the role of a support worker in a home environment?

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

2. Mr Clink is visiting from New Zealand, he is in respite while his family holiday in the area. The family have a very strong accent and can be difficult to understand, what are some strategies that could assist with effective communication?

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

3. Mr Sebel is a new client who lives at home, he has recently been assessed for home care assistance. Your role as support worker is to assist him with his shopping and drive him to appointments. Your shift starts Monday at 9am. Explain how you would introduce yourself and reassure Mr Sebel of your identity before you commence your shift? Why is this important?

Assessor Use Only: Satisfactory response provided

YES NO

4. Explain how you would demonstrate respect for the work setting, being the client's home, if you approached a client's front door and were greeted by 2 large dogs barking viciously.

Assessor Use Only: Satisfactory response provided

YES NO

5. Part of your job role entails you to observe and monitor a client's changes, list five (5) client changes you would report and five (5) environmental changes you should report?

Client changes you would report:

1.

2.

3.

4.

5.

Environmental changes you should report:

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided

YES

NO

6. When delivering services to clients you must document changes and report incidents, what are some examples of events you would need to report and who you would report to?

Assessor Use Only: Satisfactory response provided YES NO

6b. How would you ensure the privacy of the client when handling information?

Assessor Use Only: Satisfactory response provided YES NO

7. Explain what should be documented relating to travel and why?

Assessor Use Only: Satisfactory response provided YES NO

8. Explain how you contribute to maintaining OHS standards within your role.

Assessor Use Only: Satisfactory response provided YES NO

9. What is the purpose of the Privacy Act, who does it apply to?

Assessor Use Only: Satisfactory response provided YES NO

10. What are client's rights? Explain how you would show respect for client rights. What are your responsibilities in upholding the rights of the client?

Assessor Use Only: Satisfactory response provided YES NO

11. List two (2) security procedures you would be required to follow when working in a home environment.

1.

2.

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

12. What information would you find in an individual plan that will support you in a visit?

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

13. How might you provide opportunities for the person you care for to express any issues or concerns in relation to the visit and other matters?

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

14. A client has not been asked about having an appointment with a physiotherapist and it has been assumed that she will be able to attend. The services have forgotten that her niece visits her every Friday which she really looks forward to. Has this empowered or disempowered the client? Why/Why not?

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

15. Olivia lives with her daughter and two grandchildren. Together they have four (4) cats and two (2) dogs that seem to have the run of the house. The home is quite small and consist of three (3) bedrooms and one (1) living room.

List two (2) ways you could work respectfully in the home.

1.

2.

Assessor Use Only: Satisfactory response provided YES NO

16. Briefly explain what each of the support packages are and the services they provide:

a. Commonwealth Home Support Programme

b. DVA

Assessor Use Only: Satisfactory response provided YES NO

17. If you were attending a new client at home for the first time, explain how you would build a rapport with the client and show respect during the first initial visit?

Assessor Use Only: Satisfactory response provided YES NO

18. For each of the types of abuse, give one (1) example and one sign to watch for which may indicate a client is at risk of abuse.

Type of abuse	Examples	Signs to watch for
Physical abuse		
Financial abuse		
Emotional abuse		

Neglect		
Environmental abuse		

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

19. List five (5) possible risks that may compromise your health and safety when attending to a client in their own home.

1.

2.

3.

4.

5.

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

20. List at least five (5) pieces of information that will need to be documented throughout a visit.

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided

YES

NO

Written Questions Assessment Record

CHCHCS001	Provide home and community support services
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Reasonable Adjustments made			
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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:	CHCHCS001 – Provide home and community support services
Student Name:	
Assessment Strategies:	Satisfactory Unsatisfactory
	Assessment Task 1 – Written Questions
Student Feedback:	
Assessment Result:	<p style="text-align: center;">The participant is COMPETENT</p> <p style="text-align: center;">The participant is NOT YET COMPETENT</p>
Assessor Declaration:	<p>Evidence of Competency is:</p> <p style="text-align: center;">Valid Authentic Sufficient Current</p> <p style="text-align: center;">All the above assessment modes have been met</p> <p style="text-align: center;">The assessment has been modified due to Reasonable Adjustment (see below)</p> <p style="text-align: center;">Gaps in performance were identified and reassessment completed (as per record of results)</p> <p style="text-align: center;">Feedback given to student: Written (above) Email (attached)</p>
Assessor's Name:	
Assessor's Signature:	Date: ____ / ____ / _____