

# Describe and apply the principles of quality assurance to diversional therapy practice

Trainee assessment portfolio

5795 V3 Level 4 Credits 4

Trainee name \_\_\_\_\_

NZQA number

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## Important information

People assessed as competent in this unit standard are able to:

- Describe the principles of quality assurance as they relate to diversional therapy practice.
- Apply the principles of quality assurance to diversional therapy practice.

## Pre-requisite

- 1 Unit Standard 23918: *Describe the philosophy, purpose, and benefits of diversional therapy, and the role and skills of diversional therapists; or demonstrate equivalent skills and knowledge.*  
NB For the purposes of this assessment (5795 V3), the pre-requisite unit standard must have been completed or evidence supplied of “equivalent skills and knowledge”.

## Special notes

- 1 In this sector, support given to a person should be given in a manner that maximises the independence of that person. Support must be appropriate to the needs of the person and utilise existing strengths and, wherever possible, optimise the use of the local community. Performance of all elements of this unit standard must fit within these broad parameters.
- 2 This unit standard cannot be assessed against in a simulated environment. It is required that people seeking credit for this unit standard demonstrate competence and be assessed in the workplace: through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.
- 3 An ability to integrate theory with practice in the workplace must be demonstrated.

## 4 Definitions

- a **Organisation’s policies and procedures** are the policies and procedures of the employing organisation of the employee and include ethical codes, standards and requirements of this organisation and any other organisation(s) involved.
  - b **Person/consumer** in the context of this unit standard means someone accessing services in a health or disability setting in a residential care facility or in a private home – their own or a friend’s, group or family member’s.
- 5 The current version of the following legislation, codes and documents must be complied with, including but not limited to the:
    - a Treaty of Waitangi;
    - b New Zealand Society of Diversional Therapists’ *Standards of Practice and Code of Ethics*. Available from <http://www.diversionaltherapy.net.nz>;
    - c Mental Health (Compulsory Assessment and Treatment) Act 1992;
    - d Health and Safety in Employment Act 1992;
    - e Privacy Act 1993;
    - f Accident Rehabilitation and Compensation Insurance Act 1992;
    - g *The United Nations Principles for Older Persons 1991*, based on declaration of rights by the International Federation on Ageing (IFA);
    - h Health and Disability Commissioner (*The Code of Health and Disability Services Consumers’ Rights*) Regulations 1996.

## References

- The organisation’s policies and procedures.
- “Portfolio and Case Study Development” document (found at the end of this assessment portfolio).

## This trainee assessment portfolio contains

- Instructions.
- Important information.
- Feedback form.
- Assessment record sheet.
- “Portfolio and Case Study Development” document.

## Instructions

- To complete this assessment you will need to develop a portfolio of documents which demonstrates that you have met all of the requirements of the unit standard. Please read the “Portfolio and Case Study Development” document which is found at the end of the assessment portfolio, before you start the assessment for this unit standard.
- This portfolio will include:
  - Actual (original) documentation; and/or
  - A case study based on a real situation that you have written for this assessment.

Your portfolio will need to be supported by additional oral or written commentary that you provide to your assessor to demonstrate your competence in areas which are not covered by the actual (original) documentation or case study.

- Where you use copies of original documents you will need to ensure that all identifying details of the consumer are removed. Removal of identifying details may not be needed if you gain consent from the consumer to use the documentation that you have developed. In this case, written evidence of consent should be included.

- Your information/documentation must have been developed within the last twelve months.
- Your assessor will discuss with you the “professional assessment” process involved in achieving the expected outcomes from this assessment.
- Attach all written material to the trainee assessment portfolio
- Your performance of the activities needs to be completed in a professional manner which shows the assessor that you have a full understanding of all that is involved. The assessor may require you to perform the tasks on more than one occasion to ensure that you can demonstrate consistency of performance
- All of your responses must be in accordance with your organisation’s policies and procedures. You need to ensure that a copy of the appropriate section(s) of your organisation’s policies and procedures is/are available as evidence to assist the assessor.
- Please give your trainee assessment portfolio to your assessor so feedback and comments can be provided.
- On successful completion, the results will be processed and sent to Careerforce for registering credits on the National Qualifications Framework.
- Should you require assistance with any aspect of the assessment, please contact your assessor.

## Overview of assessment

Activity	Description	Unit Standard
Assessment Task Task One (Blue)	Describing the theories and principles of quality assurance as they relate to diversional therapy practice.	Element 1
Assessment Task Task Two (Blue)	Applying the principles of quality assurance to diversional therapy practice.	Element 2

# Written assessment tasks

## Task One – Describing the theories and principles of quality assurance as they relate to diversional therapy practice. (1.1)

This task requires you to describe the theories and principles of quality assurance. The key focus should be on relating these descriptions to diversional therapy practice.

Your responses need to include sufficient detail to enable your assessor to confirm that you have a clear understanding of the theories and principles of quality assurance, **and** that you can relate that knowledge of the theories and principles of quality assurance to diversional therapy practice.

For the purposes of this assessment the following interpretations apply:

- 1 “Theories and principles” are the underlying statements or concepts which help to explain the subject of quality assurance and which form the basis of practice.
- 2 “Quality” in a health or disability context is the degree to which the services for individuals or populations increase the likelihood of desired health outcomes, and/or increase the participation and independence of people with a disability, and are consistent with current professional knowledge (adapted from Lohr 1990).

From: Minister of Health, 2003. *Improving Quality (IQ): A systems approach for the New Zealand health and disability sector*. Wellington: Ministry of Health.

### Describe the theories and principles of quality assurance as they relate to diversional therapy practice. (1.1)

If the space below is insufficient for your response, please use additional paper.

Quality assurance theory or principle	Your description of the theory or principle	How does this quality theory or principle relate to diversional therapy practice? Please provide two examples
Quality assurance		1
		2



# Written assessment tasks

Task Two – Applying the principles of quality assurance to diversional therapy practice. (2.1, 2.2, 2.3, 2.4)

Overview of task:

You can complete this assessment based on the use of original documents and/or a case study to meet the requirements of this assessment. Please make sure that you have read and understood the section at the end of this assessment portfolio which discusses the development of a portfolio and/or case study.

To meet the requirements of this task you must, in your role as a diversional therapist:

- 1 Demonstrate that you have applied the listed techniques of quality assurance in the context of consumer support and care.
- 2 Demonstrate the effectiveness of the diversional therapy activities you planned and implemented.
- 3 Include documentation which provides accurate, qualitative information which has led to recommendations for change to diversional therapy activities, in accordance with the principles of quality assurance.

The documents you develop will be based on forms which are:

- Required by your organisation; or
- Which you have developed over time to help you with the assessment and planning of diversional therapy activities.

Your information/documentation must have been developed within the last twelve months.

All activities relative to this assessment must be within the scope of your diversional therapist role.

All activities relative to this assessment must demonstrate that support given to a person and/or group is given in a manner that maximises the independence of that person and/or group. Support is appropriate to the needs of the person and/or group and utilises existing strengths and, wherever possible, optimises links with the local community.

Your assessor will use a “professional assessment” process to confirm the validity of all of the documents you have attached.

**For this assessment task (2.1) you must attach copies of all the documents you used to apply quality assurance techniques to support one or more consumers in one or more diversionary therapy settings. The documents will reflect what you did and will have been developed within the last twelve months.**

Your examples should cover all of the items listed in the left-hand column of the following checklist. This checklist is provided to assist you. You may wish to make a comment about some of the techniques you have used. This is not a compulsory requirement but may assist your assessor during the “professional assessment” process.

Techniques	A brief comment on how this technique related to consumer support and care in the example you have selected	Document(s) attached	
		Yes	No
Monitoring		<input type="checkbox"/>	<input type="checkbox"/>
Assessment		<input type="checkbox"/>	<input type="checkbox"/>
Intervention		<input type="checkbox"/>	<input type="checkbox"/>
Evaluation		<input type="checkbox"/>	<input type="checkbox"/>

Techniques	A brief comment on how this technique related to consumer support and care in the example you have selected	Document(s) attached	
		Yes	No
Feedback		<input type="radio"/>	<input type="radio"/>
Documentation**		<input type="radio"/>	<input type="radio"/>
Survey		<input type="radio"/>	<input type="radio"/>
Audit		<input type="radio"/>	<input type="radio"/>
Quality circle		<input type="radio"/>	<input type="radio"/>



Techniques	A brief comment on how this technique related to consumer support and care in the example you have selected	Document(s) attached	
		Yes	No
<b>Access</b>	<p>What quality assurance principle(s) did you apply?</p> <p>How did the application of the principle(s) improve the effectiveness of your role?</p>	<input type="radio"/>	<input type="radio"/>
<b>Staff</b>	<p>What quality assurance principle(s) did you apply?</p> <p>How did the application of the principle(s) improve the effectiveness of your role?</p>	<input type="radio"/>	<input type="radio"/>
<b>Environment</b>	<p>What quality assurance principle(s) did you apply?</p> <p>How did the application of the principle(s) improve the effectiveness of your role?</p>	<input type="radio"/>	<input type="radio"/>

Techniques	A brief comment on how this technique related to consumer support and care in the example you have selected	Document(s) attached	
		Yes	No
<b>Organisation's policies and procedures</b>	<p>What quality assurance principle(s) did you apply?</p> <p>How did the application of the principle(s) improve the effectiveness of your role?</p>	<input type="radio"/>	<input type="radio"/>
<b>Reporting</b>	<p>What quality assurance principle(s) did you apply?</p> <p>How did the application of the principle(s) improve the effectiveness of your role?</p>	<input type="radio"/>	<input type="radio"/>
<b>Other</b>	<p>What quality assurance principle(s) did you apply?</p> <p>How did the application of the principle(s) improve the effectiveness of your role?</p>	<input type="radio"/>	<input type="radio"/>

**This task requires you to review documentation, including consumer satisfaction records, which enables you to modify the diversional therapy activities and/or therapies to meet the identified needs/problems. Your review should take into account the principles of quality assurance. (2.4)**

The documentation you have attached to meet the task outlined above is expected to include accurate, qualitative information from which recommendations could be made to modify the activities and/or therapies. (2.3). The documents will reflect what you did and will have been developed within the last twelve months.

The following checklist is provided to ensure that you have included all of the required material and that this material will support the “professional assessment” you undertake with your assessor.

You need to make a brief comment about the information you have reviewed, including consumer satisfaction in relation to diversional therapy. You need to provide documentation to support each of the listed items.

Remember: you are looking at accurate, qualitative information and the way that this information relates to the need to modify the activity and/or therapy. The application of quality assurance principles must be included.

Situation	Brief comments	Document(s) attached	
		Yes	No
<b>Environment</b>	<p>What documentation/records did you review?</p> <p>How did you know that the information was accurate?</p> <p>Briefly outline the qualitative information identified in the documents you reviewed.</p> <p>What was the identified need which led to the recommendation for modification?</p> <p>What principles of quality assurance applied?</p>	●	●

Situation	Brief comments	Document(s) attached	
		Yes	No
<b>Programmes</b>	<p>What documentation/records did you review?</p> <p>How did you know that the information was accurate?</p> <p>Briefly outline the qualitative information identified in the documents you reviewed.</p> <p>What was the identified need which led to the recommendation for modification?</p> <p>What principles of quality assurance applied?</p>	●	●

Situation	Brief comments	Document(s) attached	
		Yes	No
<b>Access</b>	<p>What documentation/records did you review?</p> <p>How did you know that the information was accurate?</p> <p>Briefly outline the qualitative information identified in the documents you reviewed.</p> <p>What was the identified need which led to the recommendation for modification?</p> <p>What principles of quality assurance applied?</p>	●	●

Situation	Brief comments	Document(s) attached	
		Yes	No
<b>Staff</b>	<p>What documentation/records did you review?</p> <p>How did you know that the information was accurate?</p> <p>Briefly outline the qualitative information identified in the documents you reviewed.</p> <p>What was the identified need which led to the recommendation for modification?</p> <p>What principles of quality assurance applied?</p>	●	●



# Portfolio and Case Study Development

## What is a Portfolio?

A portfolio is a collection of your working papers that must be assembled to meet the requirements of a particular assessment. A portfolio will include copies of all documents that you have used or written when supporting a person (or people) in a health, disability or community setting. When reviewing your portfolio, an assessor will expect to see clear evidence that the documentation you have provided meets the required outcomes of the assessment task.

When planning a portfolio, you must obtain the consent of all parties involved. Even when consent has been granted, you may still need to remove key identifying details of the person or people you are supporting.

The documentation you provide in a portfolio will vary, depending on the requirements of the particular assessment task. But all portfolios are likely to include:

- Signed consent forms from the people with whom you have worked, that allow you to include documents such as the copy of a care plan or a person's social history.
- Copies of all notes you develop as you work with people in a supported setting e.g. photocopies of your field/case notes, observations, memos, reflective journal etc.
- Copies of all forms you may have used or created to carry out your role e.g. an incident reporting form, an activities register, a checklist for fieldtrips/outings etc.
- Copies of all documents that your organisation requires you to comply with or complete as part of your work e.g. copies of specific policies and procedures, a service delivery plan, an inventory of equipment, a risk management strategy etc.

It is generally acceptable to include documentation that has been developed within the last twelve months of your practice with the person or people you are supporting.

# Portfolio and Case Study Development

## What is a Case Study?

A case study is a presentation that describes your experiences with a particular person(s) or situation. This presentation may be fictionalised to the extent that identifying details are removed; but a case study should be based on an experience that *actually happened* in connection with a person(s) you were supporting, or with a particular situation that you were involved in. When reviewing your case study, an assessor will expect to see clear evidence that the documentation you have provided meets the required outcomes of the assessment task.

A case study can be used to provide evidence about a person or situation that:

- You have worked with or in as part of your support role.
- Links theory to practice.
- Leads you to reflect on the situation and on the steps you took.
- Can be verified as having actually taken place.

A case study can be presented in one of three ways (or a combination of these ways):

- 1 A collection of copies of documents which have been completed based on details, plans and evaluations associated with a person(s) or situation, with all identifying detail removed. Together, these documents should *provide details of the person(s) or situation that you were involved in; what happened and why; what the outcomes were; and what you learnt from the experience.*
- 2 A written (essay) format that contains the same information specified in italics in 1 above.
- 3 A standalone oral and/or PowerPoint presentation that contains the same information specified in italics in 1 above.

It is generally acceptable to include documentation that has been developed within the last twelve months of your experience of the person or people you are supporting or the situation(s) that is/are the subject of your case study.

It is important that your manager, supervisor or team leader confirms that the case study you have developed reflects an actual situation in which you were involved.



# 5795 V3 – Describe and apply the principles of quality assurance to diversional therapy practice

Level 4 Credits 4

## Assessment record sheet

Trainee information		
Name		
Employer		
NZQA/NSI number (ROL)	Date of birth	
Trainee statement of authenticity		
I hereby state that the evidence submitted for assessment is my own work.		
Signature	Date	
Trainee performance summary (completed by assessor)		
Assessment tasks	No credit	Credit
Task One	<input type="radio"/>	<input type="radio"/>
Reassessment	<input type="radio"/>	<input type="radio"/>
Task Two	<input type="radio"/>	<input type="radio"/>
Reassessment	<input type="radio"/>	<input type="radio"/>
Comments/feedback to trainee		
Assessment result (completed by assessor)		
I have assessed the trainee and confirm:		
<input checked="" type="radio"/> The requirements have been met to demonstrate competency in 5795 V3.		
<input type="radio"/> Further evidence is required to demonstrate competency.		
Name	Assessor number	
Signed	Date	

On completion of the unit standard one copy of this assessment record sheet must be given to the trainee for his/her records and another copy sent to Careerforce so the credit can be registered on the NQF.

Quality Assurance Manager  
Careerforce Ltd  
PO Box 25 255  
Christchurch 8144

# 5795 V3 – Describe and apply the principles of quality assurance to diversional therapy practice

## Feedback form

Please help us to improve our trainee assessment portfolio.

Careerforce is always keen to review its materials to improve the quality of the learning experience. You can help us by telling us what you think of this assessment portfolio and by offering suggestions on ways it can be improved.

When you have answered the questions, please send this page to:

Quality Assurance Manager  
 Careerforce Ltd.  
 www.cssito.org.nz  
 PO Box 25 255  
 Christchurch  
 Fax (03) 371 9285

What I liked most about the portfolio and why?

What I liked least about the portfolio and why?

Please give your rating of the following topics by ticking the relevant yes, no, or maybe boxes.

Topics or aspects of the content of this document	Yes	Maybe	No
Assessment record sheet is useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment questions are easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The assessment portfolio is well laid out and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments

Contact details (optional)

Name	Organisation
Telephone	E-mail

Quality Assurance Manager  
Careerforce Ltd  
PO Box 25 255  
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