

Consumers' rights and responsibilities

Trainee assessment portfolio

20824 V2 Level 3 Credit 2

Apply knowledge of a consumer's rights and responsibilities in a health or disability setting.

Name

NZQA number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Important information for trainees

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

- Demonstrate knowledge of the Code of Rights.
- Apply the Code of Rights in a health or disability setting.
- Outline a consumer's responsibilities and a provider's duties in a health or disability setting.

Special notes

- 1 This is one of two unit standards for support workers about the Code of Rights. The other is Unit 23686, Demonstrate knowledge of a consumer's rights and responsibilities in a health or disability setting, which is at level two.
- 2 Definitions:
 - a 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's, or family member's.
 - b Organisation's policies and procedures are the policies and procedures of the employing organisation of the candidate and include ethical codes, standards, and requirements of the organisation involved.
- 3 The following apply to the performance of all elements of this unit standard:
 - a Relevant legislative and regulatory requirements include rights and responsibilities as outlined in the
 - i Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights),
 - ii The Health and Safety in Employment Act 1992,
 - iii The Privacy Act 1993,
 - iv The Health and Disability Services (Safety) Act 2001,
 - v The Human Rights Act 1993, and any subsequent amendments.
 - b NZ Standards relevant to this unit standard may include but are not limited to:
 - i NZS 8134:2001 Health and Disability Sector Standards,
 - ii NZS 8142:2000 Infection control,
 - iii NZS 8141:2001 Restraint minimisation and safe practice,
 - iv NZS 8143:2001 National Mental Health Sector Standard, and
 - v NZS 8158:2003 Home and Community Support Sector Standard.
- 4 People awarded credit for this unit standard are aware of the holistic components of supporting a consumer within their unique environment.

References

- Careerforce workbook—20824v2 Consumer's rights and responsibilities.
- Organisation's policies and procedures.

This trainee assessment portfolio contains

- Important information.
- Assessment tasks.
- Workplace verification.
- Feedback form.
- Assessment record sheet.

Instructions

- From approximately mid 2008 you will have the option of completing the assessment tasks online at www.careerforce.org.nz/assessment.
- Attach all written material to this trainee assessment portfolio.
- In some work situations it may not be possible to carry out the practical application(s) required for observations. If that is the case, you are required to produce a written/oral response in task one.
- Read through the checklists for the workplace verification tasks; if you can confidently tick all the boxes then you are ready to be assessed.
- Your performance of the activities needs to be completed in a professional manner which shows the assessor/verifier that you have a full understanding of all that is involved. The assessor/verifier may require you to perform the tasks on more than one occasion to ensure that you have demonstrated sufficiency of performance.
- Please give this trainee assessment portfolio to your assessor so feedback and comments can be provided.
- On completion the results will be processed and sent to Careerforce for registering on the National Qualifications Framework.
- Should you require assistance with any aspect of the assessment, please discuss this with your assessor.

Additional information

The Health and Disability Commissioner Act 1994 (amended 2003) states:

"The purpose of the Act is expressed as being "to promote and protect the rights of health consumers and disability services consumers, and, in particular, to secure the fair, simple, speedy, and efficient resolution of complaints relating to infringements of those rights" (s 6). This objective is achieved through the implementation of a Code of Rights, the establishment of a complaints process to ensure enforcement of those rights, and the ongoing education of providers and consumers."

Activity	Description	Unit Standard
Assessment tasks Task one (Blue)	Demonstrating knowledge of the Code of Rights.	Element 1
Workplace verification Task two (Grey)	Application of the Code of Rights, outlining a consumer's responsibilities and outlining a provider's duties, in a health or disability setting.	Element 1 Element 2

Assessment tasks

Task one—Demonstrating knowledge of the Code of Rights.

1 Purpose of the Code of Rights. (1.1)

Explain the purpose of the Code of Rights as established by legislation.

Your response should be a summary of what the Code of Rights has been designed to achieve.

2 A brief explanation of each of the rights in the Code of Rights. (1.2)

For each of the rights listed below you are to write a brief explanation (summary) which demonstrates your understanding of what each of the ten rights means for a person receiving a health and disability service.

Right to be treated with respect:

Right to freedom from discrimination, coercion, harassment and exploitation:

Right to dignity and independence:

Right to services of an appropriate standard:

Right to effective communication:

Right to be fully informed:

Right to make an informed choice and give informed consent:

Right to support:

Right in respect of teaching or research:

Right to complain:

3 Accessing the Code of Rights. (1.3)

Describe the process for accessing the Code of Rights as detailed in your organisation’s policies and procedures. In particular, the emphasis should be on how a consumer is given access to the Code of Rights.

Trainee performance (completed by your assessor)

Task one	Date	<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment	Date	<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Comments			

I confirm the requirements have been met to achieve competency for
 Task one— Demonstrating knowledge of the Code of Rights.

Assessor’s name	Assessor number
Signature	Date

Workplace verification

Task two— Application of the Code of Rights; outlining a consumer’s responsibilities and outlining a provider’s duties, in a health or disability service.

Notes

- 1 This workplace verification needs to be completed in accordance with the organisation’s policies and procedures.
- 2 The trainee must demonstrate awareness of the holistic components involved in supporting a consumer in their unique environment.
- 3 For some questions, there is opportunity for the trainee to complete this task either as an observation (demonstration) or provide a conversational response (description) for the items below.
- 4 For moderation purposes please ensure that:
 - a Where a conversational response is given a brief record of what was said needs to be recorded.
 - b It is important that evidence of observations is included when this task is completed and kept for moderation (eg diagrams, photographs, facility plan).

Assessor/verifier checklist		Tick when competent	
4	Demonstrate or describe how you support your consumer or consumers in accordance with the Code of Rights. (2.1, 3.2) It is recognized that you may not always be in a position where all ten of the rights can be demonstrated. To enable you to achieve the outcome associated with this assessment you need to be able to describe what you would do if a circumstance arose where the right needed to be applied.	Demonstrate or describe	
	Notes	Demonstration	Description
	Right to be treated with respect	<input type="checkbox"/>	<input type="checkbox"/>
	Right to freedom from discrimination, coercion, harassment, and exploitation	<input type="checkbox"/>	<input type="checkbox"/>
	Right to dignity and independence	<input type="checkbox"/>	<input type="checkbox"/>
Right to services of an appropriate standard	<input type="checkbox"/>	<input type="checkbox"/>	

Assessor/verifier checklist		Tick when competent		
4		Demonstrate or describe		
		Demonstration	Description	
		Right to effective communication	<input type="checkbox"/>	<input type="checkbox"/>
		Right to be fully informed	<input type="checkbox"/>	<input type="checkbox"/>
		Right to make an informed choice and give informed consent	<input type="checkbox"/>	<input type="checkbox"/>
		Right to support	<input type="checkbox"/>	<input type="checkbox"/>
		Rights in respect of teaching or research	<input type="checkbox"/>	<input type="checkbox"/>
	Right to complain	<input type="checkbox"/>	<input type="checkbox"/>	
5	<p>Demonstrate or describe the organisation's policies around making a complaint you must follow when the consumers right(s) are infringed (2.2).</p> <p>If you have been involved in implementing a complaints process, evidence of this should be included.</p> <p>All identifying detail must be removed.</p>	Demonstrate or describe		
		Demonstration	Description	
		<input type="checkbox"/>	<input type="checkbox"/>	

Assessor/verifier checklist		Tick when competent	
6	Demonstrate or describe a consumer's responsibilities as they are defined in your organisation's policies and procedures (3.1). Your demonstration or description is required for three of the following consumer responsibilities:	Demonstrate or describe	
	Notes	Demonstration	Description
	To the support worker	<input type="checkbox"/>	<input type="checkbox"/>
	To the provider agency	<input type="checkbox"/>	<input type="checkbox"/>
	To the facility or private home (including consumer's home)	<input type="checkbox"/>	<input type="checkbox"/>
	Regarding finances	<input type="checkbox"/>	<input type="checkbox"/>
	Regarding own health	<input type="checkbox"/>	<input type="checkbox"/>
	Re notification of absence	<input type="checkbox"/>	<input type="checkbox"/>
To allied health services (for example, physiotherapist)	<input type="checkbox"/>	<input type="checkbox"/>	
7	Explain the duties that your organisation has under the Code of Rights (3.2).	Explanation <input type="checkbox"/>	

Trainee performance (completed by your assessor)			
Task two	Date	<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment	Date	<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Comments			

Trainee demonstrated competent and consistent performance and the demonstrations were based upon ongoing observation of the trainee during the performance of normal duties.

Assessor's name	Assessor number
Signature	Date

20824 v2—Consumers' rights and responsibilities

Level 3 Credit 2

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			
Task one		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Workplace verification			
Task two		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit

Comments/feedback to trainee			

Assessment result (completed by assessor)			
I have assessed the trainee and confirm			
<input type="checkbox"/> The requirements have been met to achieve competency in U/S 20824 V2.			
<input type="checkbox"/> Further evidence is required to achieve 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 their 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