

Trainee's Assessment

Communicate with consumers and others, and access communication supports in a health, disability, or community setting

US 26975 V1

Level 3 Credits 6

Name _____

careerforce

Trainee's assessment

This trainee's assessment contains:

- Instructions for the trainee
- Assessment tasks
- Observation forms
- Observer checklist
- Evidence verification form
- Feedback form
- Assessment result sheet

Tips for the trainee

Before you start this assessment you must read the instructions.

The following colours show different areas of this assessment:

- **Green boxes:** sections to be filled out and usually signed – by you or someone else such as an assessor, verifier or supervisor.
- **Purple boxes:** areas for the assessor to write in. Please do not write in these boxes.
- **Blue boxes:** tasks where you are asked to give a written or spoken answer.
- **Grey boxes:** tasks where your answer is a demonstration.

A person assessed as competent in this unit standard is able to:

	Outcome	Task and evidence
Describe own organisation's communication policies and procedures.	1	One – Written or spoken answer (Blue)
Communicate with consumers to support their wellness.	2	Two – Demonstration (Grey)
Assist consumers to access communication supports.	3	Three – Demonstration (Grey)
Communicate with members of own and/or another organisation to support consumers' wellness.	4	Four – Demonstration (Grey)

Instructions for the trainee

- Your answers to the assessment tasks need to show the assessor that you have a full understanding of the topic. The assessor may require you to discuss your responses.
- This assessment is “open book”, which means that you can use any information you wish when you are completing this assessment. This information may include learning materials, books, the internet, and your organisation’s policies and procedures.
- Your answers for Task One can be written or spoken.
 - When you write your answer, use pen in the space provided. Initial any alterations you make. Please write your name on any additional pages and attach them to the assessment.
 - When you answer verbally, the assessor will make full notes of your answer in the space provided in this assessment or may use a digital voice recorder.
- Tasks Two, Three and Four are practical assessments. Your assessor or verifier will observe you and complete an observation form. The assessor/verifier may require you to perform the task on more than one occasion.
- For any documents you supply, remove all identifying details of the people receiving services or support.

- You need to show that your work complies with your organisation’s policies and procedures.
- If you require assistance with any aspect of the assessment, please contact your assessor.

Definitions of terms

The word **trainee** in this assessment refers to the person being assessed. Other terms that may be used are candidate, student or employee.

Consumer refers to a person accessing services in a health or disability setting in either a residential care facility or in a private home – the person’s own or a friend’s, group’s, or family member’s. Other terms used for the person being supported include client, individual, resident, service user or tūroro.

An **organisation’s policies and procedures** are the policies and procedures of the trainee’s employer and include ethical codes, standards and other organisational requirements.

Service plan is a general term that describes the individual or group plan for service delivery. This plan is developed by service providers with the person or people receiving support and their families/whānau.

Culture refers to the beliefs, values, customs, behaviour patterns and/or practices common to any particular group or community.

Workplace assessor or **assessor** means the person who will assess the trainee.

A **verifier** is a workplace supervisor or manager who understands the assessment, works closely with the trainee, and can confirm that the trainee has performed the task competently.

Support should aim to maintain, improve, or restore a consumer’s independence and/or interdependence; utilise the consumer’s existing strengths; and – where possible – utilise the resources of the local community.

Abbreviations

ER refers to the evidence requirements of the unit standard – the evidence (descriptions, explanations, documents etc) that you must provide and/or the actions that you must do or demonstrate.

MER means “more evidence required”.

References

- Careerforce workbook – 26975 V1
Communicate with consumers and others, and access communication supports in a health, disability, or community setting.
- Your organisation’s policies and procedures.

Note

This unit standard **cannot be assessed against in a simulated environment**. The assessment must be carried out in the workplace.

Task One – Describe own organisation’s communication policies and procedures (written or spoken answer)

ERs 1.1 - 1.2

You must describe the protocols in your organisation’s communication policies and procedures for:

- Ethical disclosure of consumers’ and staff members’ personal information.
- The boundaries of your role.

Question 1: What are the protocols for ethical disclosure of consumers’ personal information?

Assessor’s use only
Notes and decision:



Question 2: What are the protocols for ethical disclosure of staff members' personal information?

Assessor's use only

Notes and decision:



Question 3: Describe your organisation's communication policies and procedures in terms of the boundaries of your role.

Assessor's use only
Notes and decision:



Assessor's feedback on the trainee's performance

Task One: Achieved <input type="radio"/> More evidence required <input type="radio"/>	Assessor's name:	Date:
Reassessment: Achieved <input type="radio"/> More evidence required <input type="radio"/>	Assessor's name:	Date:

This task is about initiating, maintaining, reporting and documenting communication with or about consumers to support their wellness.

A. You must initiate and maintain **two** examples of communication with consumers in accordance with their service plans, needs and preferences.

An observer will fill in this observation form as you carry out this practical task. The observer may be your assessor or a verifier who can confirm that you have performed the task competently.

Initiate and maintain communication with consumers

The trainee initiated and maintained two examples of communication with consumers in accordance with their service plans, needs and preferences.

Communication may include but is not limited to the trainee:

- Introducing himself/herself to a consumer.
- Addressing a consumer by a preferred name in a respectful manner.
- Selecting an environment conducive to effective communication.
- Use of respectful body language and positioning.
- Supportive use of questioning.
- Responding to a consumer's questions.
- Use of plain language.
- Use of non-verbal responses.
- Providing and/or recording oral and written information.

Example 1:

Example 2:

Assessor's/verifier's use only

Notes and decision:



B. You must demonstrate that you have reported and documented **two** examples of communication that support consumers' wellness in accordance with their service plans and/or your organisation's policies and procedures.

Documentation

You must supply copies of documents which show that you have reported and documented **two** examples of communication that support consumers' wellness, ideally within the last 12 months.

If it is not possible to provide a particular document, the **evidence verification form** at the end of this assessment must be completed.

Documentation **must include** maintenance of case notes and other relevant records. You should include signed consent forms (where applicable) from the people with whom you have worked, which will enable you to include documents such as a copy of a service plan or case notes. Please remove all identifying details of the people involved.

List of the documents provided

Verifier's name:
(if different from the assessor)

Verifier's signature:
(if different from the assessor)

Assessor's feedback on the trainee's performance

Task Two: Achieved

More evidence required

Assessor's name:

Date:

Reassessment: Achieved

More evidence required

Assessor's name:

Date:

A. You must organise access to communication supports for **two consumers with different health or functional status** in a manner that respects and acknowledges their culture, values and beliefs in accordance with their service plans and/or your organisation's policies and procedures.

Access to communication supports must include **access to interpreter services** and may include access to visual support, auditory support, or access to a disability support group or other communication support.

An observer will fill in this observation form as you carry out this practical task. The observer may be your assessor or a verifier who can confirm that you have performed the task competently. You must respect the rights and culture of the person you are supporting.

Organise access to communication supports

Health or functional status of consumer 1:

Includes access to interpreter services Tick ✓ for Yes

May include access to:

- Visual support Tick ✓ for Yes
- Auditory support Tick ✓ for Yes
- A disability support group Tick ✓ for Yes
- Other (name) Tick ✓ for Yes

The trainee's approach to organising access to communication supports for consumer 1 is in accordance with the consumer's needs and service plan and/or the organisation's policies and procedures.

Assessor's/verifier's use only
Notes and decision:



Health or functional status of consumer 2:

Includes access to interpreter services Tick ✓ for Yes

May include access to:

- Visual support Tick ✓ for Yes
- Auditory support Tick ✓ for Yes
- A disability support group Tick ✓ for Yes
- Other (name) Tick ✓ for Yes

The trainee's approach to organising access to communication supports for consumer 2 is in accordance with the consumer's needs and service plan and/or the organisation's policies and procedures.

Assessor's/verifier's use only

Notes and decision:



B. You must provide access to communication supports for **two** consumers in a manner that respects and acknowledges their culture, values and beliefs in accordance with their service plans and/or your organisation's policies and procedures.

Access to communication supports for consumers includes but is not limited to access to **natural supports**. Natural supports refers to any assistance, relationships or interactions provided to a consumer by family/whānau, friends, peers, co-workers or community volunteers. In a specifically Māori context, natural supports may include but are not limited to: kaumātua, kuia, tohunga, whānau, iwi and hapū.

You may use the same two consumers you used in Task Three A provided they have different cultures, values and beliefs.

An observer will fill in this observation form as you carry out this practical task. The observer may be your assessor or a verifier who can confirm that you have performed the task competently. You must respect the rights and culture of the person you are supporting.

Access to natural communication supports

Consumer 1:

Consumer 2:

Assessor's/verifier's use only

Notes and decision:



Verifier's name:
(if different from the assessor)

Verifier's signature:
(if different from the assessor)

Assessor's feedback on the trainee's performance

Task Three: Achieved

More evidence required

Assessor's name:

Date:

Reassessment: Achieved

More evidence required

Assessor's name:

Date:

Task Four – Communicate with members of own and/or another organisation to support consumers' wellness (demonstration)

ERs 4.1 - 4.2

This task is about communicating information about consumers to people within and/or outside the trainee's own organisation, and checking instructions issued by a delegated health professional(s) to support consumers' wellness.

A. For this task you must provide **two** examples of information communicated about consumers to a manager or team member of your own and/or another organisation in accordance with the privacy, confidentiality and reporting requirements of your organisation's policies and procedures.

Documentation

You must supply copies of documents which show that you communicated **two** examples of information about consumers to a manager or team member of your own and/or another organisation. This communication must be in accordance with the privacy, confidentiality and reporting requirements of your organisation's policies and procedures, and ideally have taken place within the last 12 months.

If it is not possible to provide a particular document, the **evidence verification form** at the end of this assessment must be completed.

Documentation should include signed consent forms (where applicable) from the people with whom you have worked, which will enable you to include documents such as case notes. Please remove all identifying details of the people involved.

List of the documents provided

B. For this task you must check **two** separate sets of instructions issued by a delegated health professional(s) to support the wellness of **two** different consumers. You must check these instructions for:

- Comprehension (what the instructions are asking you to do).
- Interpretation (how you must carry out the instructions).
- Clarity of intent (whether the instructions are clear about what you have to do).

An observer will fill in this checklist as you carry out this practical task. The observer may be your assessor or a verifier who can confirm that you have performed the task competently.

Check two separate sets of instructions

Name the set of instructions to support the wellness of consumer 1:

Checked for:

- Comprehension Tick ✓ for Yes
- Interpretation Tick ✓ for Yes
- Clarity of intent Tick ✓ for Yes

Name the set of instructions to support the wellness of consumer 2:

Checked for:

- Comprehension Tick ✓ for Yes
- Interpretation Tick ✓ for Yes
- Clarity of intent Tick ✓ for Yes

Assessor's/verifier's use only

Notes and decision:



Verifier's name:
(if different from the assessor)

Verifier's signature:
(if different from the assessor)

Assessor's feedback on the trainee's performance

Task Four: Achieved

More evidence required

Assessor's name:

Date:

Reassessment: Achieved

More evidence required

Assessor's name:

Date:

Evidence verification form (to be completed by workplace assessor/verifier, if/as required)

Some tasks require written documents as evidence. If it is not possible to supply a particular document, this evidence verification form should be completed by a workplace assessor or verifier.

Trainee's name:

Name of workplace:

I confirm that the trainee is unable to supply the document/s listed below for the following reason(s) (give the reason for each document):

I confirm that the trainee is competent in the performance of these tasks for which documentary evidence is not available.



What is your reporting relationship with the trainee?

Assessor's/verifier's details:

Name:

Role/position:

Signature:

Date:

Contact address:

Landline:

Mobile:

Email:

Instructions for the trainee

When you have finished the assessment

- Please give your completed assessment and any additional material to your assessor. You might like to make a copy for your records.
- When you have been assessed as having achieved this unit standard, the results will be sent to Careerforce for registering credits on the New Zealand Qualifications Framework.
- Your assessor will give your assessment material back to you. Please keep it safe.
- If you wish to appeal against the assessment result or process, you should complete an "Appeal of Trainee Assessment Result Form". This form can be downloaded from the Shortcuts/Forms/Trainee Forms section of the Careerforce website www.careerforce.org.nz
- **Please complete the trainee's declaration below.**

Trainee's declaration

I was told about and understood the assessment requirements.

I have prepared my answers myself.

I agree that this document can be photocopied for the purpose of moderation, as part of quality control processes.

I agree that once the assessment decision has been made, my personal details and results will be sent to Careerforce for registering credits on the New Zealand Qualifications Framework.

Trainee's signature:

Trainee's name (please print):

Date:

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Please complete this feedback form to help us to improve our assessments.

Please respond to the questions with a tick in the relevant circle and with comments in the boxes

	Yes	No	Sometimes
Did you think the assessment booklet was well laid out?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you find the assessment questions easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What did you most like about this assessment?

What did you least like about this assessment?

If you could change something to improve this assessment, what would it be?

Additional comments:

Contact details (optional)

Name:

Workplace:

Phone:

Email:

When you have completed this page, please pull it out, fold it in three, secure it with tape and send it (Freepost) to: Careerforce, PO Box 25 255, Christchurch 8144 Fax (03) 371 9285

Freeport Authority CONSULT

Careerforce
PO Box 25 255
Christchurch 8144

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Level 3 Credits 6

Assessment result sheet (completed by assessor)

Trainee's information	
Name:	
Employer:	
NZQA/NSI number (ROL):	Date of birth:

Trainee's performance summary

Assessment tasks	Achieved
Task One	<input checked="" type="radio"/>
Task Two	<input checked="" type="radio"/>
Task Three	<input checked="" type="radio"/>
Task Four	<input checked="" type="radio"/>

Comments/feedback to the trainee

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Assessment result

I have assessed the trainee and confirm:

The requirements have been met to demonstrate competency in 26975 V1.

Name:	Assessor's number:
Signed:	Date:

For the credits to be registered on the New Zealand Qualifications Framework, send a copy of this form to: Training Support Team, Careerforce, PO Box 25 255, Christchurch 8144

Training Support Team

Careerforce
PO Box 25 255
Christchurch 8144