

Support plans

Trainee assessment portfolio

23454 V1 Level 2 Credit 8

Apply service delivery plan requirements to meet the needs of consumers in a health or disability setting.

Name

NZQA number

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Important Information for Trainees

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

- 1 Describe the purpose and requirements of a service delivery plan.
- 2 Support consumers to meet goals outlined in the service delivery plan.
- 3 Report information that affects the delivery of the service delivery plan.

Special Notes

- 1 People seeking credit for this unit standard will be assessed in the workplace or a simulated environment. Evidence is required to show consistency of performance across a range of situations, such as different times of the day.
- 2 Definitions
 - a **Service delivery plan** in the context of this unit standard is a generic term used to cover the individual plans that are developed by service providers with consumers and their families/whanau for service delivery. Different service providers may use different terms. A service delivery plan is interpreted and implemented in accordance with the requirements of the plan and will recognise the consumer as the central focus. A service delivery plan may specify such things as services to be provided to support activities of daily living, equipment used, food preferences, and instructions on maintaining a safe environment. The consumer's choices, rights, and how these determine the consumer's independence, rehabilitation, recovery, and support are paramount to the implementation of a service delivery plan. The service delivery plan will also provide an outline of the tasks to be performed by the support worker for the consumer in all health and disability settings.
 - b **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.
 - c **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 including rights and responsibilities as outlined in the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights), the Health and Safety in Employment Act 1992, the Privacy Act 1993, the Health and Disability Services (Safety) Act 2001, the Human Rights Act 1993, and any subsequent amendments.
 - b NZ Standards relevant to this unit standard may include but are not limited to NZS 8134:2001 Health and Disability Sector Standards, NZS 8142:2000 Infection control, NZS 8141:2001 Restraint minimization and safe practice, NZS 8143:2001 National Mental Health Sector Standard, and NZS 8158:2003 Home and Community Support Sector Standard.
 - c People awarded credit for this unit standard are aware of the holistic components of supporting a consumer within their unique environment.

Activity	Description	Unit Standard
Workplace verification Task one (Grey)	Demonstrating or describing: the purpose and requirements of a service delivery plan; the support given to assist consumers to meet goals outlined in the service delivery plan; and reporting on the outcomes of service delivery.	Element 1 Element 2 Element 3

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.

This trainee assessment portfolio contains

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

References

- Careerforce workbook—23454v1 Support plans
- Organisation's policies and procedures.

Need more information?

Careerforce has developed (and continues to develop) a range of resource materials to support workplace based training and assessment. The materials include assessment guides, workbooks, embedding qualifications guide, and assessor training. CD ROM formats will also become available for some unit standards.



Workplace verification

Task one—Demonstrating or describing: the purpose and requirements of a service delivery plan; the support given to assist consumers to meet goals outlined in the service delivery plan; and reporting on the outcomes of service delivery.

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 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
1	<p>Describe the purpose of a service delivery plan you use in terms of your organisation’s service delivery model. (1.1)</p> <p>Your organisation’s service delivery model will provide the basis for all aspects of quality control associated with the provision or delivery of service to consumers.</p>	<p>Described</p> <p><input type="checkbox"/></p>
2	<p>Describe the requirements specified in a service delivery plan which you use with a current consumer. (1.2)</p> <p>The requirements will reflect the intent and content of what you do when working with the consumer as well as the relationship you will establish with the consumer.</p> <p>The description will need to include two responses for each of the following:</p>	
	<p>Notes</p> <p>Assigned tasks</p>	<p>Described</p> <p><input type="checkbox"/></p>
	<p>Your role as a support worker</p>	<p>Described</p> <p><input type="checkbox"/></p>
	<p>Responsibilities with that role</p>	<p>Described</p> <p><input type="checkbox"/></p>

	Assessor/verifier checklist	Tick when competent	
3	Demonstrate or describe how two goals in the service delivery plan, described above, are interpreted within the bounds of the Code of Rights. (2.1) The demonstration or description for each of the two goals should make reference to at least two of the following rights:	Demonstrate or describe	
	The right to be treated with respect	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to freedom from discrimination, coercion, harassment and exploitation	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to dignity and independence	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to services of an appropriate standard	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to effective communication	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to be fully informed	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to make an informed choice and give informed consent	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
	The right to support	Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>
4	Demonstrate or describe how all of the tasks listed in the service delivery plan, described above, are carried out to meet the goals set with a consumer. This is to be done in accordance with the organisation's policies and procedures. (2.2) If necessary, a different service delivery plan may be used. The demonstration or description can be carried out within any one of the following: household management, personal care, or lifestyle planning/support.	Demonstrate or describe	
		Demonstration <input type="checkbox"/>	Described <input type="checkbox"/>

	Assessor/verifier checklist	Tick when competent	
5	<p>Demonstrate or describe the process followed to report two of the following issues as required by the organisation's policies and procedures. (3.1)</p> <p>Completed examples of the reports associated with the two issues identified for 3.1 should be attached as evidence. Note: it is acceptable to use reports which have been written within the last six months. (3.2)</p>	Demonstrate or describe	
	Notes	Demonstration	Described
	Providing feedback	<input type="checkbox"/>	<input type="checkbox"/>
	Goals	Demonstration	Described
		<input type="checkbox"/>	<input type="checkbox"/>
	Change of consumer's condition	Demonstration	Described
	<input type="checkbox"/>	<input type="checkbox"/>	
Consumer's absence from facility or their home	Demonstration	Described	
	<input type="checkbox"/>	<input type="checkbox"/>	
Health and safety accidents and or incidents	Demonstration	Described	
	<input type="checkbox"/>	<input type="checkbox"/>	

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			

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

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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 23454 V1.	
<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