

# Understanding your role

## Trainee assessment portfolio

23451 V1 Level 2 Credit 6

Demonstrate knowledge of the role of a support worker in a health and 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 Identify and describe the role of a support worker in a health or disability setting.
- 2 Identify and describe the importance for the support worker of setting boundaries when working in a health or disability setting.

## 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 include rights and responsibilities as outlined in
  - i The 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, the Health and Disability Services (Safety) Act 2001,
  - iv The Human Rights Act 1993,
  - v 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 minimization and safe practice,
  - iv NZS 8143:2001 National Mental Health Sector Standard, and
  - v 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)	Describe aspects of your role as a support worker, how you set boundaries, how you maintain confidentiality, and the standards of behaviour you are expected to maintain.	Element 1 Element 2

## Instructions

- 1 From approximately mid 2008 you will have the option of completing the assessment tasks online at [www.careerforce.org.nz/assessment](http://www.careerforce.org.nz/assessment).
- 2 This assessment focuses on your knowledge, and therefore requires a considerable amount of written output. You may wish to dictate this to your assessor/verifier if you are not comfortable writing your response.
- 3 Attach all written material to this trainee assessment portfolio.
- 4 Your performance of the activities needs to be done 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.
- 5 Please give this trainee assessment portfolio to your assessor so feedback and comments can be provided.
- 6 On completion the results will be processed and sent to Careerforce for registering on the National Qualifications Framework.
- 7 Please provide your assessor/verifier with copies of the following documentation
  - a Your conditions of employment.
  - b Your job description.
  - c Any specific task lists you are required to follow.
  - d Your organisation's policies and procedures related to your role.

## This trainee assessment portfolio contains

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

## References

- Careerforce Workbook—23451v1 Understanding your role.
- Organisation's policies or 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—Describe aspects of your role as a support worker, of your work, how you set boundaries, how you maintain confidentiality, and the standards of behaviour you are expected to maintain.

## 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, etc).

	Assessor/verifier checklist	Tick when competent
1	Describe your role as a support worker and how this can affect the quality of life of a consumer. (1.1) Identify at least two of the documents listed and show how these guide you in your role as a support worker.	
	Notes	Description
	Service delivery plan	<input type="checkbox"/>
	Job description	<input type="checkbox"/>
	Conditions of employment	<input type="checkbox"/>
Task lists	<input type="checkbox"/>	

	Assessor/verifier checklist	Tick when competent
	<p>Choose a consumer you support. Describe the type of service your organisation provides for the consumer.</p> <p>Describe how the service delivery plan is important to the role you play as a support worker for that consumer. (1.2)</p>	
2	<p>Notes</p> <p>Holistic</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Person centred</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Consumer focused</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Outcome focused</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Goal orientated</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Individualised</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Promotion of independence</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Family/whanau</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Employer</p>	<p>Description</p> <p><input type="checkbox"/></p>
	<p>Other</p>	<p>Description</p> <p><input type="checkbox"/></p>

	Assessor/verifier checklist	Tick when competent		
3	Identify and describe your involvement with <b>two</b> of the following which relate to your role in a team. Describe how your team interacts and how the team support each other. (1.3)			
	Notes	Team meetings	Description <input type="checkbox"/>	
		Handovers	Description <input type="checkbox"/>	
		Reporting	Description <input type="checkbox"/>	
		Rosters	Description <input type="checkbox"/>	
		Supervision	Description <input type="checkbox"/>	
4	Using any or all of the three following documents demonstrate <b>or</b> describe how the documents define or limit the range of work you undertake in your role as a support worker. (2.1)	Demonstrate or describe		
	Notes	Service delivery plan	Demonstration <input type="checkbox"/>	Description <input type="checkbox"/>
		Job description	Demonstration <input type="checkbox"/>	Description <input type="checkbox"/>
		Conditions of employment	Demonstration <input type="checkbox"/>	Description <input type="checkbox"/>
5	Demonstrate <b>or</b> describe what your organisation's policies and procedures say you should do if you are asked to provide support outside of the range of your responsibilities. For the purpose of the demonstration or description it is considered that the additional support requested would be of some significance rather than some smaller matter which is easily dealt with. (2.2)	Demonstrate or describe		
		Demonstration <input type="checkbox"/>	Description <input type="checkbox"/>	

	Assessor/verifier checklist	Tick when competent	
6	<p>Demonstrate <b>or</b> describe the procedures for handling confidential information you become aware of in your role as a support worker.</p> <p>The demonstration or description should refer to the involvement of all the following: the consumer, your employer, yourself.</p> <p>The procedures followed must be within the constraints of the Privacy Act and the organisation's policies and procedures. (2.3)</p>	Demonstrate or describe	
	Notes	Demonstration	Description
	Consumer	<input type="checkbox"/>	<input type="checkbox"/>
	Employer	<input type="checkbox"/>	<input type="checkbox"/>
	Yourself	<input type="checkbox"/>	<input type="checkbox"/>
7	<p>Demonstrate <b>or</b> describe the standards of behaviour that you, as a support worker, are expected to follow. (2.4)</p> <p>The demonstration or description needs to reflect the requirements or expectations of the Code of Rights, the organisation's code of conduct and your support worker employment contract.</p>	Demonstrate or describe	
		Demonstration	Description
		<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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# 23451 v1—Understanding your role

Level 2 Credit 6

## 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)			
<b>Workplace verification</b>			
Task one	<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 23451 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.

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