

# Supporting personal care

## Trainee assessment portfolio

23386 V1 Level 3 Credit 6

Support a person to meet their personal needs 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:

- Describe a person's personal care needs in a health or disability setting.
- Support a person to meet their personal care needs in a health or disability setting.

## Special notes

- 1 The performance of all elements of this unit standard must comply with any relevant cultural or legislative requirements including the rights and responsibilities of people receiving services or supports as outlined in the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996.
- 2 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 the elements of this unit standard must fit within these broad parameters.
- 3 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. This can be through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.
- 4 An ability to integrate theory with practice in the workplace must be demonstrated. This will call for a variety of modes of assessment and forms of evidence to show consistency of performance across a range of situations.

## 5 Definitions:

- a **Personal care** is care that is outlined in a person's service delivery plan and may include: skin care, personal hygiene, dressing and undressing, toileting, continence care, positioning an individual in bed, and assistance with eating and drinking.
  - b **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/whānau 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 provided by the support worker for the consumer in the residential or home care setting.
  - c **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.
  - d **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 any other organisations involved.
- 5 Preferred communication method may include but is not limited to—verbal communication, pictures, symbols, signs, sign language and other communication devices or gestures.

## References

- Careerforce workbook—23386v1 Supporting personal care.
- 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](http://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.
- 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.

Activity	Description	Unit Standard
Workplace verification Task one (Grey)	Describing a person’s personal care needs and supporting them to meet those personal care needs.	Element 1 Element 2

# Workplace verification

Task one—Describing a person’s personal care needs and supporting them to meet those personal needs.

## 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 (for example, diagrams, photographs, facility plan).

	Assessor/verifier checklist	Tick when competent
1	<p><b>Information for trainee:</b></p> <p>Please refer to description of a Service Delivery Plan given in special note 5.</p> <p>It is suggested that a copy of the Service Delivery Plan for a consumer you support be made, and that you remove all details, for example names, address. If this is not allowed by your organisation, then record on a piece of paper the personal care needs of a consumer you support from their Service Delivery Plan. Show both the Service Delivery Plan that you have used and your separate sheet with the personal care needs written on it to your verifier/assessor. Your own recording sheet may be used as evidence for your assessment and the Verifier will confirm that this is copied from the Service Delivery Plan. It is important that the Service Delivery Plan, or its equivalent, include the current functional ability of the consumer.</p> <p>Notes should be made by the verifier during the observation process to be attached to the assessment as evidence of the learner’s ability to meet the consumer’s personal care needs.</p>	

	Assessor/verifier checklist	Tick when competent
1	Describe the personal care needs which had been identified for the consumer you are supporting within the Service Delivery Plan. (1.1)	Description <input type="checkbox"/>
	Describe how the identified personal care needs match with the consumer's current functional ability. (1.2) Please clarify that the Service Delivery Plan identifies the current functional ability of the consumer involved.	Description <input type="checkbox"/>
	Describe how the consumer's personal care needs have been developed in accordance with your organisation's policies and procedures. (1.3)	Description <input type="checkbox"/>
2	Using the consumer you identified in Task 1, support that person with at least one personal care need as identified in their Service Delivery Plan. This will be observed by your Workplace Verifier or Assessor.	
	What is the personal care task you are supporting? (identified)  The support you provide must match with: (2.1) (2.2) <ul style="list-style-type: none"> <li>• The consumer's Service Delivery Plan.</li> <li>• The consumer's current functional ability.</li> <li>• Your organisation's policies and procedures.</li> </ul>	Task identified <input type="checkbox"/> Task observed <input type="checkbox"/>
	Demonstrate or describe how the support you provide for the consumer's personal care needs is in accordance with your organisation's policies and procedures. (2.3)	Demonstrate or describe Demonstrate <input type="checkbox"/> Describe <input type="checkbox"/>
	What is the preferred method of communication for your consumer? (identified) You will be observed using the consumer's preferred method of communication whilst you are supporting your consumer with their personal care. (2.4) Please tick the method(s) of communication the trainee used during the observation: <ul style="list-style-type: none"> <li><input type="checkbox"/> Verbal communication</li> <li><input type="checkbox"/> Symbols</li> <li><input type="checkbox"/> Sign language</li> <li><input type="checkbox"/> Gestures</li> <li><input type="checkbox"/> Pictures</li> <li><input type="checkbox"/> Signs</li> <li><input type="checkbox"/> Other communication device</li> <li><input type="checkbox"/> Other: please list</li> </ul>	Communication method identified <input type="checkbox"/> Communication method observed <input type="checkbox"/>

	Assessor/verifier checklist	Tick when competent			
2	Whilst you are supporting your consumer with their personal care you must demonstrate all of the following: (2.5)				
	Notes	Demonstration			
	Use of their preferred name	<input type="checkbox"/>			
	Respect for their privacy	<input type="checkbox"/>			
	Support for their level of independence	<input type="checkbox"/>			
	Respect for their choice	<input type="checkbox"/>			
	Maintaining confidentiality	<input type="checkbox"/>			
	Ensuring the consumer's safety	<input type="checkbox"/>			
3	For this task, you may use evidence from a different consumer to the one you have used in Tasks 1 and 2.	Demonstrate or describe			
	You must have observed and reported a change or concern about a consumer's physical condition that affects their personal care.  Demonstrate or describe how you observe changes or concerns in your consumer's physical condition and how you report these according to your organisation's policies and procedures. (2.6)	<table border="1"> <tr> <td>Demonstrate</td> <td>Describe</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Demonstrate	Describe	<input type="checkbox"/>
Demonstrate	Describe				
<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



# 23386 v1—Supporting personal care

Level 3 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>Assessment tasks</b>			
Task one		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
Reassessment		<input type="checkbox"/> No credit	<input type="checkbox"/> Credit
<b>Workplace verification</b>			
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 23386 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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