

Assessment Record



Student 118966 - Jaspreet Kaur
Intake 2021 VIC CA C4AS MASTER - VIC 2021_Certificate IV in Ageing Support
Assessment CHCCCS011 - 2; Assessment Workbook - Meet Personal Support Needs
Revision 3
Attempt # 1

Status Submitted

Assessed By

Information

GENERAL INFORMATION ABOUT THIS ASSESSMENT WORKBOOK

Please review the attached Document

 [1_-Information-Regarding-this-Assessment-Tool-V1_0-Mar20.pdf](#)

INSTRUCTIONS TO STUDENTS – HOW TO USE THIS TOOL

Please review the attached Document

 [2_-Instructions-to-Students-_-How-to-use-this-Tool-V1_0-Mar20.pdf](#)

STUDENTS PLEASE NOTE:

- Your suitability for this program has been determined at your Pre Training Review and again at Enrolment. If at any point you feel that this program is not suitable you are able to withdraw at any time. If this is the case please notify your trainer.
- A zero tolerance to cheating and plagiarism is taken with InterCare Training.
- If you the student are found to have cheated on any forms of assessment, including plagiarism of another's work, you will be required to re-sit an alternative assessment under the supervision of an assessor to confirm competence in this unit.
- You must satisfy the requirements for competency within this Assessment Workbook to achieve a competency outcome.

It is highly recommend that you keep a copy of all assessment work that you submit.

Evidence provided by you is retained for our records and not returned to you.

INDIVIDUAL ASSESSMENT MODES

The attached documentation provides information relating to the assessment.

Please review the attached Document

 [3_-Individual-Assessment-Modes-V1_0-Mar20.pdf](#)

LEARNING GUIDES

Primary resource, Please review the attached document

 02_CHCCCS011-Meet-personal-support-needs-_-Resource-_-InterCare.pdf

POWERPOINT PRESENTATION

 01_CHCCCS011-Meet-personal-support-needs-_-PowerPoint-Presentation.pdf

STUDENT ASSESSMENT DECLARATION

- ☒ I have undertaken sufficient activities within this unit of competency and I am ready to attempt the assessment required to demonstrate competency.
- ☒ I understand the assessment framework and requirements that will be used by an Assessor to make a formal judgement of my competency
- ☒ The work that I have submitted in this Assessment Workbook is my own.
- ☒ I understand that it is my responsibility to make a copy of my Assessment Workbook and any additional assessment evidence for my own records prior to submitting to my Assessor for marking.
- ☒ I understand the re-assessment process that will be followed if I am unsuccessful in gaining a satisfactory result in the required Assessment Modes.

Student Declaration

Please tick the box below to confirm all of the information above

- ☒ I confirm all of the above

Student Signature

If able please sign below:



ASSESSMENT MODE ONE

Assessment Mode Instructions:

Carefully read the assessment task requirements detailed below and complete as instructed. Completed Project and the required work sample evidence will need to be attached in the required section of this assessment.

Please ask your Assessor to clarify if needed.

The following Assessment tasks are individual assessment and **no group work is permitted**.

Assessment extensions can **only** be authorised by your Trainer.

Upon completion of this Assessment Mode's requirements, the Assessor must complete and sign the Assessment Mode Record of Result.

Student is also required to sign to confirmation feedback and understanding of Assessment outcome.

Assessment Task 1:

Determine personal support requirements



91 year old Dorothy lives in an Aged Care facility. Until recently she was quite independent, needing minimal assistance. However, she recently had a serious fall, injuring her head and now has difficulty with her mobility. This is impacting on her physical capabilities and she is becoming extremely frustrated with not being able to do the things she used to do.

1.

Provide three (3) examples of what equipment, aids and processes could be required to assist Dorothy.

The required response for the following is three (3) examples of each

Equipment - Machine, Sling, Wheelchair and shower chair

Aids - Glasses, Heat protector, Walking Frame

Processes - By doing risk assessment, Physio, Encouragement from staff, Age care assessment.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

List two (2) specific care considerations that you would need to take into account for Dorothy and how they impact on the care provided.

The required response for the following is two (2) examples and approximately 15 – 30 words for each

1. Mental State - It needs to take into account because she is very affected with the incidence and it had put bad impact on her mental state as she is not able to do few things independently due to which her behaviour is changed.

2. Physical and Emotional State - She is facing difficulty with mobility because before the incidence she needs the minimal assistance.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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3.

If you identified requirements outside of your role what action/s would you take?

The suggested response for the following is approximately 15 - 30 words or 1 - 3 detailed bullet points

1. I will observe the situation and then will document it to report it to the right staff member.
2. I will communicate about the situation with my supervisor.
3. I will talk to client to get the feedback about how they are feeling.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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4.

Explain how would you maximize Dorothy's participation?

The suggested response for the following is approximately 15 - 30 words or 1 - 3 detailed bullet points

I will help Dorothy to gain her self confidence again to do the things by encouraging her to use equipment or aids such as shower chair to take bath, will encourage her to organise her things and help her to participate in the daily activities.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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5.

List two (2) strategies you could use to confirm personal care procedures with an older person.

The required response for the following is two (2) detailed examples

1. Talk to the client, ask questions to the family members and colleagues to know about the nature and special needs of the client.
2. I will read notes and daily care plan, reading body language and facial expressions is the other way to know more about the client and last but not least will check gestures of the client.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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6.

Briefly outline policies and procedures that could be used to ensure an older person's capacity to participate in the creation of a care plan.

The suggested response for the following is approximately 15 - 30 words or 2 - 3 detailed bullet points

Complete a mini mental assessment and talk to the client , provide them with a copy of the chapter of rights, explain to the client about their rights and values. Use a person centred approach and encourage them to make decisions and respect their choices.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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7.

Detail two (2) policies and procedures that would apply to facilitate the care safely and to expected standards.

The required response for the following is two (2) examples

Duty of Care, WHS Procedures, Infection control, Manual Handling

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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8.

What process would you follow to identify changes to the processes and aids to care for Dorothy?

The suggested response for the following is approximately 15 - 30 words or 2 - 3 detailed bullet points

I will observe her behaviour, mobility, read a care plan, get feedback from her, read the progress notes and will talk to my supervisor if I find any changes.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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9.

Explain how you would undertake the following care needs when attending to Dorothy:

The suggested response for the following is approximately 15 - 30 words per response

a) Body hygiene

I will get consent of her to assist her to maintain the body hygiene. I will organise things for her so that she will encouraged by looking at me to do it by self. It is important to encourage them to do their own things if they want to and if they can do so because we have no right to take away their rights.

None	✓ Satisfactory	✗ Not Satisfactory
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b) Grooming

I will get her consent first and then will let her to choose what she wants to wear and will assist her to do her hair or if she wants to do it herself then I will organise things for her to make her feel good and independent.

None	✓ Satisfactory	✗ Not Satisfactory
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c) Oral hygiene

I will get her consent and will check her care plan and then accordingly I will organise everything for her oral hygiene.

None

✓ Satisfactory

✗ Not Satisfactory

Assessors Comments (* if applicable)

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10.

What techniques would be required when completing these physical support routines?

The suggested response for the following is approximately 15 - 30 words or 2 - 3 detailed bullet points

1. Good manual handling technique and be patient.
2. Have a good body posture to prevent injuring yourself
3. Always read care plan to know what things they are capable to do

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

11.

What strategies could you follow to support your personal safety and minimise potential risks?

The suggested response for the following is approximately 25 - 50 words or 3 - 5 detailed bullet points

Follow WHS policies and procedures, Good manual handling technique, Regular hand washing, document any hazard which is identified, Using PPE when needed and always be aware of client's medical situation.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

12.

Provide a brief explanation of the basics of the human body system.

The suggested response for the following is approximately 25 - 50 words

The nervous system is the major controlling, regulatory, and communicating system in the body. It is the center of all mental activity including thought, learning, and memory. Together with the endocrine system, the nervous system is responsible for regulating and maintaining homeostasis.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

Assessment Task 2:

Cultural considerations



1.

Research a culture (not Australian or your own country of origin) and list five (5) aspects of that culture that may affect the way in which personal care is facilitated.

The required response for the following is five (5) detailed examples

I will mention about the Muslim culture as understanding Islamic beliefs will assist healthcare professionals in delivering appropriate health care in a culturally sensitive manner.

1. Diet - Muslims fast during Ramadan which may affect their overall health.
2. Family - The cultural values of the individual, family, and relatives all have an impact on the assessment of patients' needs, as well as on the delivery of medical care.
3. Health versus Illness - For some Muslims, spiritual values are a component of their health belief, and, as such, spiritual needs may take precedence over physical needs. Religious beliefs may also influence a Muslim patient's notions of healing.
4. Medications - Fasting Muslims may create a challenge for the administration of drugs as they may refuse treatment.
5. Privacy and Dress - Muslim patients' privacy and modesty must be respected. Ideally, it is best if they are cared for by a clinician and nurse of the same gender.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

In your own words briefly write what is meant by the term culturally and linguistically diverse (CALD). How might you act in a culturally respectful manner with such people when facilitating care in an Aged Care or HACC context?

The suggested response for the following is approximately 25 - 50 words or 3 - 5 detailed bullet points

The term CALD is about the people coming from different cultural backgrounds. To always act respectfully research the person culture, to get a better understanding of their culture, encourage them to speak to you about their culture and show interest to know more about their culture. In a situation where client is not able to communicate to you about their culture then we need to talk to their family members. We have to accept the client for who they are and where they belong to and it can only be achieved by encouraging them to talk about their culture.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

Briefly describe two (2) communication strategies that are culturally respectful and develop trust with clients.

The required response for the following is two (2) detailed examples

1. Listen to them properly by using active listening techniques.
2. Always keep your tone simple and beware of your words because it also make a big difference.
3. Maintain a good body language while talking to the clients.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Task 3:

Identifying and reporting risks

Despite prompting Mrs Smith to wear her glasses due to impaired sight, she insists on making herself a cup of tea, taking her medications and crossing the road without wearing her glasses. You are responsible for her care and concerned for her.



1.

List three (3) potential risks to Mrs Smith's physical well being?

The required response for the following is three (3) detailed examples

1. Risk of overdosing medication due to poor vision.
2. Risk of burning themselves while making a up of tea.
3. Risk of hit by a car.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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2.

Detail what actions you could take to minimise these risks?

The suggested response for the following is approximately 25 - 50 words or 3 - 5 detailed bullet points

1. Only give access to the limited medication.
2. Using a flask.
3. Encourage to use Pedestrian crossing.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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3.

What organisational policy and procedures are you required to follow in this situation?

The suggested response for the following is approximately 20 - 40 words or 1 - 3 detailed bullet points

WHS policies and procedures, Document and report policies and procedures, Risk assessment, Duty of care, Instant report, Progress report, Infection Control policies and procedures.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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4.

What are the three (3) legal and ethical requirements relevant to the provision of personal care support?

Briefly provide an explanation of each one.

The required response for the following is three (3) detailed examples, approximately 20 – 50 words each

1. Privacy and Confidentiality - Before sharing any information of client get their consent and share with the appropriate person only.
2. Duty of Care - Look after client following the job description, assist her in needs and avoid any risk to her.
3. Code of conduct - Always work professionally, always respect client's privacy, treat them equally and respect their choices.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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5.

How are these applied in an organisation and individual practice?

The suggested response for the following is approximately 30 - 60 words or 3 - 5 detailed bullet points

1. We need to work according to our duty of care and as per our job role description.
2. We need to follow code of ethics by respecting each other and working professionally.
3. Always show compassion, kindness and empathy.
4. Always ask for consent to release any information.
5. Only disclose information to the right person.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Task 4:

Responding to client's needs

Theresa had a stroke recently. Her ability to express herself verbally and to comprehend verbal language has been impaired. Her written language skills have also been affected.



1.

What would you need to change in Theresa's environment?

The suggested response for the following is approximately 25 - 50 words or 3 - 5 detailed bullet points

1. I would have to change the way of communicating with her.
2. Have to show positive attitude.
3. I will have to use picture cars, gestures and good body language.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

2.

Who or what might you need to access for information about how to work with Theresa?

The suggested response for the following is approximately 20 - 40 words or 1 - 3 detailed bullet points

1. As her care worker I might need to talk to the stroke foundation to know how to care of her.
2. I might have to talk to her family members to know her likes and dislikes.
3. I might have to talk to speech pathology also.

Before talking to anyone I have to get permission of the client.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

What information would you need to gain in order to understand Theresa's difficulties and capabilities?

The suggested response for the following is approximately 25 - 50 words or 2 - 4 detailed bullet points

It is important to know the impact of the stroke, better understanding of likes and dislikes from the friends and family, speech pathology can also help to know more about this situation.

We always have to use close questions when talking to a client who has a stroke recently.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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4.

Who would you need to report any changes to Theresa's health status to?

The suggested response for the following is approximately 20 - 40 words or 1 - 3 detailed bullet points

Document any changes and any issues write in the progress note and report it to Supervisor or CO-workers.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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5.

How could you report Theresa's changed health status to other members of the health care team?

The suggested response for the following is approximately 25 - 50 words or 2 - 5 detailed bullet points

1. Written communication through the progress notes.
2. Using a communication book.
3. Using handover.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Task 5:

Essential knowledge and skills



1.

List five (5) elements that are part of a personal care worker's role.

The required response for the following is five (5) detailed examples

1. Maintaining privacy and confidentiality.
2. Work professionally.
3. Documenting and reporting.
4. Support the client emotionally and physically.
5. Follow the WHS policies and procedures.

Assessors Comments (* if applicable)

-

None

✓ Satisfactory

✗ Not Satisfactory

2.

List five (5) personal care services that you may provide to a client and explain why it is important to know an individual clients needs when providing personal care services.

The required response for the following is five (5) detailed examples, approximately 10 – 30 words each

Assist with meal, administer medication, assist with personal care, assist clients to walking, assisting clients with toileting, shopping and housekeeping.

It is very important to diagnose each individual needs because clients may have same diagnosis but they have different needs.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

3.

In a residential care setting, community setting or the client's home, infection control measures are required to be maintained. Use of hand washing techniques in the workplace is crucial. In your own words briefly write an example for each of the following:

The suggested response for the following is approximately 20 - 50 words per response

a) a threat to personal safety

Covid 19, Gestrol, Influenza

b) an environment, situation and / or client risk/s to personal safety

Keep your hand washing, Isolate client, use PPE, cleaning and wiping the floor to make sure to disinfect.

c) how to minimise risk to personal safety

Stay home when sick, keep distance, always cover mouth and get vaccinated.

Assessors Comments (* if applicable)

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None

✓ Satisfactory

✗ Not Satisfactory

4.

List two (2) actions you could take to prevent cross infection.

The required response for the following is two (2) detailed examples

1. Discard your gloves and wash your hands before you go to the other clients.
2. Do not share personal items of clients such as razor blades , towels etc.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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5.

Provide an example of uncharacteristic behavior and how you would report it to a supervisor.

The suggested response for the following is approximately 25 - 50 words or 2 - 5 detailed bullet points

1. Uncharacteristic behaviour - Tantrum, Isolation, Rude, Physical Aggression, Screaming, Abusing behaviour.
2. Clients may have been physically and sexually abused.
3. It can be informed to supervisor verbally and by documenting the incident.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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6.

Provide two (2) further examples of observations or issues that may require reporting to a supervisor and explain why.

The required response for the following is two (2) detailed examples, approximately 10 – 30 words each

Rough manual handling - such as bruises on their face, arms.

Infection -Any wound may not be cleaned properly and it might need clinical administration.

Need to report to supervisor if client is loosing weight.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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7.

a) List two (2) examples of documentation and explain what they are used for.

The required response for the following is two (2) detailed examples, approximately 10 – 30 words each

1. Documenting progress of the client.
2. Documenting Incident report.

This can be used to report anything to the supervisor or inform the co-workers.

b) Explain how this information is stored?

The suggested response for the following is approximately 25 - 50 words or 2 - 5 detailed bullet points

It can be stored digitally and paper work can be stored in a locked filing cabinet.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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8.

List two (2) frequent work activities that you undertake frequently that present OHS/WHS issues.

The required response for the following is two (2) detailed examples, approximately 10 – 30 words each

Manual handling while showering, hand sanitising, moping the floor, bed making by using bed control and after making the bed re-adjust the bed.
When working with the dementia people always put bed control behind of the bed so that they cannot reach to it.

Assessors Comments (* if applicable)

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None	✓ Satisfactory	✗ Not Satisfactory
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Assessment Complete

Well Done!

**You have now completed
all the Assessment Tasks
in this workbook.**

**Your Trainer will advise
you on the next step in
completing your course.**

Please note that the following pages in this workbook are
Work Sample Evidence, Reasonable Adjustment,
Feedback on the Assessments and Overall Mode One
Assessment Outcome, these are only to
be completed if required.

**Please click below to save and
submit this workbook.**

Evidence Upload for Work Sample

Here you are able to upload evidence of your work sample, this can be photographs, video or audio evidence along with any file required.

-

Work Sample Evidence

Please identify the evidence that you upload in the table below

Attachment Number	Attachment Description	Attached Yes	Attached No
1.	-	<input type="checkbox"/>	<input type="checkbox"/>
2.	-	<input type="checkbox"/>	<input type="checkbox"/>
3.	-	<input type="checkbox"/>	<input type="checkbox"/>
4.	-	<input type="checkbox"/>	<input type="checkbox"/>
5.	-	<input type="checkbox"/>	<input type="checkbox"/>

Students Comments

-

Assessors Comments (* if applicable)

-

Reasonable Adjustment Information

Reasonable Adjustment Information

Reasonable Adjustment details applied to this student

Confirmation of verbal responses if required

☐ I declare that the student and I have verbally answered, clarified and provided the responses as listed above.

Verbal Response Upload

A audio recording along with any support evidence if required can be uploaded to the training record here.

-

What reasonable adjustment was made:

-

Why this adjustment was made:

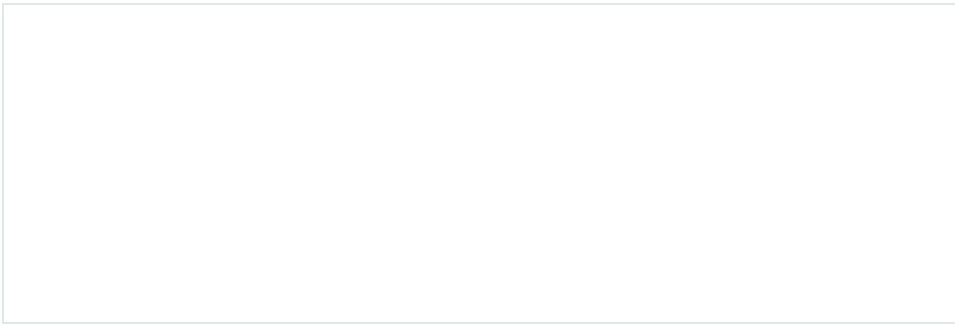
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Assessor Declaration

☐ I confirm that the reasonable adjusts have been made as listed above.

Assessor Signature

If able please sign below:

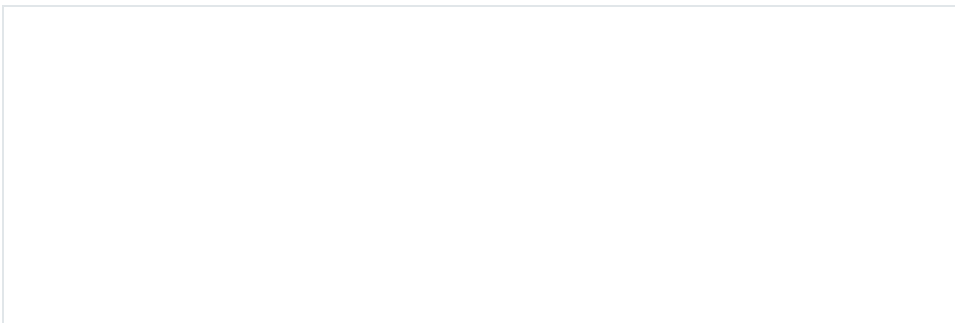


Student Declaration

☐ I agree with the reasonable adjustment made as listed above and I was consulted in the adjustments made to suit my individual needs.

Student Signature

If able please sign below:



Feedback on the Assessments

Feedback Form Instructions:

In an effort to continuously improve our Assessments, please feel free to document any feedback or suggestions you may have.

This feedback will be used by our programs and quality teams for further review and consideration.

Feedback:

-

Overall Mode One Assessment Outcome

Assessment Guide

Assessment Guide	
Satisfactory Outcome	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is satisfied that all requirements have been met.
Not Satisfactory Outcome	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is not satisfied that all requirements have been met.

Student Instructions

You are able to SAVE this assessment if required and this will allow you continue to make changes,

Once complete please SUBMIT this assessment.

Overall Assessment Outcome

None