# **Simulated Assessment Task 2.3 - Supervisor Briefing Document**

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| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as a supervisor at Lotus Compassionate Care. The candidate will act as Henry’s support worker.

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Background**

### Lotus Compassionate Care

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| Lotus Compassionate Care is committed to providing high-quality care and support to people with disability, seniors, and their carers living in the Cascade Peak Community.  You can read more about the organisation by clicking on the link below:    © Harvard Management Institute Pty Ltd.  *(Username: newusername Password: newpassword)* |

### Case Study - Henry

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| **SCENARIO**    Henry is 76 years old and lives with Florence, his wife, in an apartment they have had for the past 20 years. He was diagnosed with advanced colon cancer after experiencing severe abdominal pain, constipation, mobility issues and weakness. He has recently undergone surgery and requires assistance with the following:   * Changing his colostomy bag * Managing his pain * Ensuring that he takes his medication on time * Shifting to difficult positions, such as when entering his car   Due to the difficulty of managing Henry’s symptoms, Florence sought home care services from Lotus Compassionate Care. |

## **Scenario**

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| **SCENARIO**  The candidate will report the outcomes of their risk assessment with the supervisor. This includes reporting on:   * The hazards and associated risks that the candidate identified * The candidate’s assessment of the risks * The hazards and risks that are beyond the scope of the candidate’s role and responsibility and that they need to seek assistance to address |

## **Role Play Discussion Guide**

**General Disposition**

* Throughout this part of the assessment, you must communicate with the candidate in a professional manner.

The candidate will report their findings to you and seek your assistance in addressing hazards and risks that are beyond their role and responsibility.

You must provide the candidate with opportunities to perform their task by doing the following:

* Allowing the candidate to finish their report before asking questions (do not interrupt the candidate as they are speaking)
* Answering questions promptly and sticking to the context of the discussion
* Refraining from making unnecessary remarks in the discussions
* Using minimal body language
* Enunciating your words properly and using appropriate facial expressions

**The candidate will report on the hazards that they identified**

* You must ask for a copy of the safety inspection checklist that the candidate used during their inspection
* While the candidate is reporting their findings, you must:
* Refer to the checklist and confirm that the candidate’s report is consistent with the contents of the copy that you have
* Wait for the candidate to finish their report
* After the candidate has reported their findings, you must:
* Point out any differences between the candidate’s report and the contents of the checklist
* Ask for clarification on any statement made during the report that was vague or confusing (do not ask any questions if there were no vague or confusing statements)
* Ask who assisted the candidate in identifying hazards

**The candidate will report their assessment of the risks**

* The candidate will report the following:
* Each hazard they identified during their safety inspection
* The likelihood of an accident occurring as a result of each hazard
* The potential consequence occurring as a result of each hazard
* The risk rating for each hazard
* Allow the candidate to finish their report. Do not ask any questions during this stage of the assessment.

**The candidate will seek assessment for the hazards and risks that are beyond the scope of their role and responsibilities**

* The candidate will enumerate the hazards and risks that are beyond the scope of their role and responsibilities.
* In response, you must state the following:
* Volunteer: *Let me head back to my office and send you some referral notes. For now, you may work on addressing the hazards and risks that are within the scope of your role and responsibility.*

End of Briefing Document