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# Table of Contents

[Introduction 5](#_Toc102547446)

[Competency-Based Assessments 6](#_Toc102547447)

[Assessing Nationally-Recognised Training 7](#_Toc102547448)

[Dimensions of Competency 9](#_Toc102547449)

[Reasonable Adjustment 9](#_Toc102547450)

[The Unit of Competency 10](#_Toc102547451)

[The Context of Assessment 11](#_Toc102547452)

[Contextualising the Assessment Tools 11](#_Toc102547453)

[Assessment Methods 13](#_Toc102547454)

[Resources Required for Assessment 14](#_Toc102547455)

[Assessor Instructions 15](#_Toc102547456)

[Candidate Instructions 16](#_Toc102547457)

[Accessing External Links 17](#_Toc102547458)

[Assessment Workbook Cover Sheet 18](#_Toc102547459)

[Knowledge Assessment 19](#_Toc102547460)

[Practical Assessment 141](#_Toc102547461)

[Assessor Instructions 141](#_Toc102547462)

[Candidate Instructions 142](#_Toc102547463)

[Details About Your Workplace 143](#_Toc102547464)

[Your State/Territory 145](#_Toc102547465)

[Case Studies 146](#_Toc102547466)

[Overview 146](#_Toc102547467)

[Lotus Compassionate Care 148](#_Toc102547468)

[Case Study 1 – Cindy Smith 149](#_Toc102547469)

[Task 1.1 – Legal and Ethical Considerations 150](#_Toc102547470)

[Task 1.2 – Responding to the Situation 151](#_Toc102547471)

[Case Study 2 – Joshua Black 152](#_Toc102547472)

[Task 2.1 – Legal and Ethical Considerations 153](#_Toc102547473)

[Task 2.2 – Responding to the Situation 154](#_Toc102547474)

[Case Study 3 – Morgan Wright 155](#_Toc102547475)

[Task 3.1 – Documenting Instance of Unethical Conduct 156](#_Toc102547476)

[Task 3.2 – Reporting Instance of Unethical Conduct 161](#_Toc102547477)

[Practical Assignment 163](#_Toc102547478)

[Overview 163](#_Toc102547479)

[Contextualisation 166](#_Toc102547480)

[Task 1 – Objectives and Key Components of a Specific Legislation in Area of Work 167](#_Toc102547481)

[Task 2 – Approaches Used in the Workplace 173](#_Toc102547482)

[Task 3 – Instruments Used in the Workplace 178](#_Toc102547483)

[Task 4 – Your Legal Requirements, Rights and Responsibilities 183](#_Toc102547484)

[Task 5 – Your Ethical Requirements, Rights and Responsibilities 189](#_Toc102547485)

[Workplace Assessment 199](#_Toc102547486)

[Overview 199](#_Toc102547487)

[Contextualisation 202](#_Toc102547488)

[Simulating the Assessments 203](#_Toc102547489)

[Task 1 – Reflect on Your Personal Values and Attitudes 204](#_Toc102547490)

[Preliminary Task: Before Proceeding With Workplace Assessment Task 2.1 – 3.2 206](#_Toc102547491)

[Task 2.1 – Perform Workplace Activities 209](#_Toc102547492)

[Task 2.2 –Recognise Issues in the Workplace 211](#_Toc102547493)

[Task 2.3 – Report Issues to Appropriate Persons 214](#_Toc102547494)

[Task 3.1 – Suggest Improvements to Work Practices 217](#_Toc102547495)

[Task 3.1 – Supplementary Questions 219](#_Toc102547496)

[Task 3.2 – Contribute to Workplace Improvements 224](#_Toc102547497)

[Task 3.2 – Supplementary Questions 228](#_Toc102547498)

[Assessment Workbook Checklist 231](#_Toc102547499)

[Record of Assessment (Assessor’s Use Only) 237](#_Toc102547500)

# Introduction

Assessment is a difficult process. We understand this and have developed a range of assessment kits, such as this, to facilitate a seamless process for both the assessor and the candidate being assessed.

There are a number of characteristics of assessment, ranging from subjective assessment (which is based on opinions and feelings) to objective assessment (which is based clearly on defined processes and specific standards). Nearly all assessments involve a mixture of both types of assessment because it is almost impossible to eliminate the subjectivity people may carry into the process of assessing. The goal in developing and implementing these assessment kits is to work towards the objective end as far as possible and to reduce the degree of opinions and feelings present.

# Competency-Based Assessments

**Definition of Competency**

Assessment in this context can be defined as the fair, valid, reliable, and flexible gathering and recording of evidence to support the judgement on whether competency has been achieved. Skills and knowledge (developed in a structured learning situation, at work, or in some other context) are assessed against national standards of competence required by industry rather than compared with the skills and knowledge of other candidates.

**The features of a competency-based assessment system are:**

* It is focused on what candidates can do and whether it meets the criteria specified by the industry as competency standards.
* Assessment should mirror the environment the candidate will encounter in the workplace.
* Assessment criteria should be clearly stated to the candidate at the beginning of the learning process.
* Assessment should be holistic. That is, it aims to assess as many elements and/or units of competency as is feasible at one time.
* In competency assessment, a candidate receives one of only two outcomes – ‘competent’ or ‘not yet competent.’
* The basis of assessment is in applying knowledge for some purpose. In a competency system, knowledge for the sake of knowledge is seen to be ineffectual unless it assists a person in performing a task to the level required in the workplace.
* The emphasis in assessment is on assessable outcomes that are clearly stated for the trainer and candidate. Assessable outcomes are tied to the relevant industry competency standards where these exist. Where such competencies do not exist, the outcomes are based upon those identified in a training needs analysis.

# Assessing Nationally-Recognised Training

Developing and conducting assessment in an Australian Vocational Education and Training (VET) context is founded on the Principles of Assessment and the Rules of Evidence:

**Principles of Assessment**

1. **Assessment must be valid**
   * Assessment must include the full range of skills and knowledge needed to demonstrate competency.
   * Assessment must include the combination of knowledge and skills with their practical application.
   * Assessment, where possible, must include judgements based on evidence drawn from a number of occasions and across a number of contexts.
2. **Assessment must be reliable**
   * Assessment must be reliable and must be regularly reviewed to ensure that assessors are making decisions in a consistent manner.
   * Assessors must be trained in national competency standards for assessors to ensure reliability.
3. **Assessment must be flexible**
   * Assessment, where possible, must cover both the on- and off-the-job components of training within a course.
   * Assessment must provide for the recognition of knowledge, skills, and attitudes regardless of how they have been acquired.
   * Assessment must be made accessible to candidates through a variety of delivery modes, so they can proceed through modularised training packages to gain competencies.
   * Assessment must be mutually developed and agreed upon between the assessor and the assessed.
   * Assessment must be able to be challenged. Appropriate mechanisms must be made for reassessment as a result of challenge.
4. **Assessment must be fair**
   * The assessment process must consider the individual needs of the candidate.
   * Assessment must provide for reasonable adjustments, where appropriate, to consider the individual candidate’s needs.

*(Source: Standards for RTOs 2015, Clauses 1.8 – 1.12)*

**Rules of Evidence**

When collecting evidence, certain rules apply to that evidence. All evidence must be valid, sufficient, authentic, and current:

1. **Valid**

Evidence gathered should meet the requirements of the unit of competency. This evidence should match, or at least reflect, the type of performance that is to be assessed, whether it covers knowledge, skills, or attitudes.

1. **Sufficient**

This rule relates to the amount of evidence gathered. Enough evidence must be gathered to satisfy the requirements that the candidate be competent in all aspects of the unit of competency.

1. **Authentic**

When evidence is gathered, the assessor must be satisfied that evidence is the candidate’s own work.

1. **Current**

This relates to the recency of the evidence and whether the evidence relates to current abilities.

*(Source: Training in Australia by M Tovey, D Lawlor)*

# Dimensions of Competency

The national concept of competency includes all aspects of work performance and not only narrow task skills. The four dimensions of competency are:

1. Task skills
2. Task management skills
3. Contingency management skills
4. Job or role environment skills

# Reasonable Adjustment

‘Reasonable adjustment’ in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a candidate with a disability. A reasonable adjustment can be as simple as changing classrooms to be closer to amenities or installing a particular type of software on a computer for a person with vision impairment.

**Why make a reasonable adjustment?**

We make reasonable adjustments in VET to make sure that candidates with disabilities have:

* The same learning opportunities as candidates without disabilities, and
* The same opportunity to perform and complete assessments as those without disabilities.

**Reasonable adjustment applied to participation in teaching, learning, and assessment activities can include:**

* Customising resources and assessment activities within the training package or accredited course
* Modifying the presentation medium
* Learner support
* Use of assistive/adaptive technologies
* Making information accessible both before enrolment and during the course
* Monitoring the adjustments to ensure candidate needs continue to be met

**Assistive/Adaptive Technologies**

Assistive/adaptive technology means ‘software or hardware that has been specifically designed to assist people with disabilities in carrying out daily activities’ (World Wide Web Consortium - W3C). It includes screen readers, magnifiers, voice recognition software, alternative keyboards, devices for grasping, visual alert systems, and digital note-takers.

*(Adapted Reasonable Adjustment in teaching, learning and assessment for learners with a disability - November 2010 - Prepared by - Queensland VET Development Centre)*

**IMPORTANT:**

**Reasonable adjustments made for collecting candidate assessment evidence must not impact the standard expected by the workplace, as expressed by the relevant unit/s of competency. For example, if the assessment were gathering evidence of the candidate’s competency in writing, allowing the candidate to complete the assessment verbally would not be a valid assessment method. The method of assessment used by any reasonable adjustment must still meet the competency requirements.**

# The Unit of Competency

The units of competency specify the standards of performance required in the workplace.

This assessment addresses the following unit of competency:

**CHCLEG001 – Work legally and ethically (Release 1)**

1. Identify and respond to legal requirements
2. Identify and meet ethical responsibilities
3. Contribute to workplace improvements

**A complete copy of the above unit of competency can be downloaded from the TGA website:**

<https://training.gov.au/training/details/CHCLEG001>

# The Context of Assessment

To complete the assessments in this workbook, students need to have access to their learning materials, the Internet, and a workplace (or similar environment).

The Knowledge Assessment may be completed wholly at the candidate’s home or chosen place of study.

The Practical Assessment must be completed in a workplace or a simulated environment.

# Contextualising the Assessment Tools

Contextualisation is the process of modifying assessment tools to make learning more meaningful for your students and their employers.

Compliant Learning Resources highly recommends that your RTO contextualise the assessment tools before using them.

You must contextualise the assessment tools to suit:

* Your student’s needs
* Your RTO’s training and assessment processes
* The work and industry context in which you operate

**Contextualising for your state/territory**

The contents of this assessment tool are not written for a specific state/territory unless stated otherwise. Where the assessment tool refers to legislation and other industry requirements, which may vary across states/territories, model answers are based on one state/territory.

Should your RTO intend to use this assessment tool for learners from your state/territory, Compliant Learning Resources recommends you to:

* Access and review the legislation and industry requirements applicable in your state/territory.
* Update assessments and benchmark answers to reflect the legislation and industry requirements applicable in your state/territory.

When you are contextualising assessment tools, you must ensure that you retain the integrity of the assessment and the outcomes of the unit of competency.

**Contextualising the generic workplace assessment**

The workplace assessment included in this workbook was designed to be administered in a real workplace. Should your RTO wish to administer the assessment in a simulated environment, the RTO will need to redevelop the existing workplace assessment in this workbook so the candidate can complete it in the simulated environment.

Below are some examples of how the RTO may simulate the workplace assessment:

* Develop role play activities with clear instructions and guidelines to replace existing tasks involving consultation, meetings, discussions, and oral communication.
* Provide the candidate with access to work personnel who will participate in assessment activities, e.g. project stakeholders, clients/customers, or team members.
* Provide the candidate with access to simulated workplace documents and information, such as but not limited to policies and procedures, organisational vision and mission statements, business plans, operational plans, etc.

**A comprehensive guide to contextualising your assessment tools for your RTO can be accessed through this link:**

<https://compliantlearningresources.com.au/blog/simple-guide-to-contextualising-rto-training-resources-and-assessment-tools/>

# Assessment Methods

This workbook uses the following assessment method/s:

1. **Knowledge Assessment**

A set of general and workplace questions testing the candidate’s general knowledge and understanding of the general theory behind the unit.

1. **Case Studies**

Detailed scenarios and simulated environments, providing all necessary information required to complete relevant tasks and activities.

1. **Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Workplace Assessment**

A set of tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. These tasks and activities require you to have access to a workplace or a similar environment.

# Resources Required for Assessment

**The Training Organisation to provide the candidate with access to/organise the following for the candidate:**

* Assessor to supervise and observe the candidate as they complete assessments, where required.
* Workplace, or a similar environment, where the candidate can complete the assessments, and that will allow them access to:
  + Their organisation’s policies and procedures, including their disciplinary policy
  + Human rights instruments used in the workplace
  + International, national, state/territory and local legislation relevant to the organisation and the candidate’s role
  + Codes of conduct, codes of practice, and standards relevant to the organisation and the candidate’s role
  + Their organisation’s forms and templates for documenting personal reflections and meeting minutes and recording issues in the workplace

**The candidate will need access to:**

* Computer with Internet, email access, and a working web browser
* Installed software: MS Word, Adobe Acrobat Reader
* Current sources of information on legal and ethical requirements rights and responsibilities that are relevant to their work role

# Assessor Instructions

This is a compulsory assessment to be completed by all candidates. This assessment tests the candidate’s knowledge and understanding of the general theory and concepts underpinning the unit of competency, as well as their practical skills in relation to the unit and assessment requirements.

Reasonable adjustment applies here, and while the majority of candidates will complete this assessment as a written assessment, verbal assessment may be an option for those who need it. The assessor must use the marking guide as the principal marking tool unless a reasonable adjustment is demonstrated.

The Assessor Guide provides instructions to the assessor on how to assess the candidate’s responses and performance and criteria for assessing the candidate’s responses and performance. Benchmark answers and benchmark performance are also detailed for each assessment task, setting out which key responses and skills must be included and performed, as well as indicating where flexibility is acceptable.

The number of responses required is specified in each assessment task to avoid ambiguity. In these cases, the model answer will provide a list of possible answers. For instance, if a question requires the candidate to list three examples, then their response must include three of the items listed in the model answer.

**IMPORTANT:**

**Candidates must achieve a satisfactory result in ALL assessment tasks to be deemed COMPETENT for the unit/s relevant to this workbook.**

# Candidate Instructions

The assessments in this workbook are divided into two categories: the Knowledge Assessment and the Practical Assessment.

The **Knowledge Assessment** is a set of general and workplace questions testing your knowledge and understanding of the general theory behind the unit.

**You must answer all Knowledge Assessment Questions using your own words.** However, you may refer to your Learner Guide and other relevant resources and learning materials to complete this assessment.

Some questions cover processes you will likely encounter in a workplace setting. Ideally, you should be able to answer these questions based on the processes that are currently in place in your workplace. However, if you do not currently have access to a workplace, then answer the questions based on processes that should be implemented in a typical workplace setting.

The **Practical Assessment** is made up of the **Case Studies, Practical Assignment, and Workplace Assessment.** This assessment tests your practical skills with respect to the requirements of the relevant unit of competency.

The Practical Assessment requires you to complete and submit workplace documents and other documentation relevant to the unit of competency.

**The evidence you submit must be your own work except where due reference is made and where you are required to submit supplementary workplace documents such as policies and procedures.**

**When completing the assessments included in this workbook:**

1. Read the instructions provided in each task carefully before attempting to complete the task. The instructions will guide you on how to answer the question or complete the task satisfactorily.
2. Follow the steps provided in each task.
   * If the question instructs you to describe, provide a description as your response. If the question instructs you to list, provide a list as your response.
   * Where there is a number of required responses, provide the required number of responses. For example, if you are asked to list three responses, provide three responses.
3. Ensure that all your submissions for this assessment indicate your first and last name and that these submissions have been named according to the file naming convention prescribed in each task.

# Accessing External Links

Throughout this workbook, you will sometimes be required to access certain websites. Links to these websites are formatted in Blue Underlined Text.

To access these, hold the **Ctrl key and click the link for Windows users**, or simply **click on these blue links for** **Mac users**.

# Assessment Workbook Cover Sheet

**To the candidate:** Print this cover sheet and complete it by filling in all the required information and signing in the space provided. Your signature must be handwritten. Scan the completed cover sheet and submit it along with your evidence submissions. Use the filename: **CHCLEG001 Cover Sheet**

**Marking guide for the assessor:** The candidate must fill in all the required details of this cover sheet. The completed cover sheet must be printed, completed, contain a handwritten signature, and scanned.

|  |  |
| --- | --- |
| Workbook | CHCLEG001 |
| Title | Work legally and ethically (Release 1) |
| First and Last Name |  |
| Phone |  |
| Email |  |

|  |  |  |
| --- | --- | --- |
| **Please read the Candidate Declaration below, and if you agree to the terms of the declaration, sign and indicate the date in the spaces provided.**  **By submitting this work, I declare that:**   * I have been advised of the assessment requirements, have been made aware of my rights and responsibilities as an assessment candidate, and choose to be assessed at this time. * I am aware that there is a limit to the number of submissions that I can make for each assessment, and I am submitting all documents required to complete this Assessment Workbook. * I have organised and named the files I am submitting according to the instructions provided. I am aware that my assessor will not assess work that cannot be identified and may request the work be resubmitted according to the correct process. * This work is my own and contains no material written by another person except where due reference is made. I am aware that a false declaration may lead to the withdrawal of qualification or statement of attainment. * I am aware that there is a policy of checking the validity of qualifications that I submit as evidence, as well as the qualifications/evidence of parties who verify my performance or observable skills. I give my consent to contact these parties for verification purposes. | | |
| **Name:** | **Signature:** | **Date signed:** |

# Knowledge Assessment

|  |  |  |  |
| --- | --- | --- | --- |
| **Preliminary Task**  Questions 1, 4, 5, 6, 12, 14, 23 and 35 of this Knowledge Assessment require you to refer to the legislations and legal considerations of your state/territory.  For your assessor’s reference, indicate below which state/territory you are currently based or located in by ticking the box that corresponds to your answer.  When answering Questions 1, 4, 5, 6, 12, 14, 23 and 35, you must refer to the legislations and legal considerations of the state/territory you ticked below. | | | |
|  | | | |
| *This task has no mapping. This is a preliminary step for the candidate to complete in connection to Knowledge Assessment Questions [x, x, and x].*  **Marking guide**  The candidate must indicate below the state/territory they are currently based in by ticking the box () that corresponds to their response (as shown below).  Knowledge Assessment Questions 1, 4, 5, 6, 12, 14, 23 and 35 require the candidate to refer to the 1, 4, 5, 6, 12, 14, 23 and 35 of the state/territory they ticked below.  When assessing the candidate’s responses in Questions 1, 4, 5, 6, 12, 14, 23 and 35, the assessor must review the candidate’s responses against the legislations and legal considerations of the state/territory they ticked below.  The assessor must also ensure that they are accessing the version of the legislation and legal consideration that is currently implemented in the candidate’s state/territory, i.e. they are not referring to outdated or superseded information.  For a satisfactory performance in these questions, the candidate’s responses must match the legislations and legal considerations from the state/territory they ticked below.  Specific marking guide and benchmark and model answers to Knowledge Assessment Questions 1, 4, 5, 6, 12, 14, 23 and 35 are provided in each question. | | | |
| The state/territory where you are currently based or located in: | | | |
|  | Australian Capital Territory |  | South Australia |
|  | New South Wales |  | Tasmania |
|  | Northern Territory |  | Victoria |
|  | Queensland |  | Western Australia |

|  |  |
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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying the legislation relevant to children in the workplace that applies to your state/territory. 3. Providing a link to the identified legislation. 4. Identifying one legal consideration relevant to your role as a community service or health worker from the legislation. 5. Providing the name of the section of the legislation that contains the consideration. 6. Explaining how this consideration is applied in community services and health organisations. 7. Explaining how this consideration impacts individual workers. 8. Providing all consequences of breaching this consideration. |
|  | |
| *Mapping: CHCLEG001 KE1.1 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.1* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying the legislation relevant to children in the workplace that applies to their state/territory.   Their responses will vary depending on the state/territory they selected in the preliminary task, e.g. if they ticked NSW, their response must be based on the legislation relevant to children in the workplace that is enforced in NSW. For a satisfactory performance, their responses must be consistent with their state/territory’s legislation relevant to children in the workplace.  For the assessor to determine whether the responses are consistent with the legislation that applies to the candidate’s state/territory, the assessor must check the respective legislation. | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| As of writing, these links lead to the most current legislation relevant to children in the workplace for each state/territory. The assessor must check the most current version of the legislation implemented in the candidate’s state/territory.   |  |  | | --- | --- | | **State/territory** | **Legislation** | | Australian Capital Territory | [*Working with Vulnerable People (Background Checking) Act 2011*](https://www.legislation.act.gov.au/a/2011-44/) | | New South Wales | [*Child Protection (Working with Children) Act 2012 No 51*](https://legislation.nsw.gov.au/view/html/inforce/current/act-2012-051/lh) | | Northern Territory | [*Care and Protection of Children Act 2007*](https://legislation.nt.gov.au/Pages/Act%20History?itemId=5d61983c-2cd5-466c-965f-5072f23d3abc) | | Queensland | [*Working with Children (Risk Management and Screening) Act 2000 No. 60*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2000-060/lh) | | South Australia | [*Child Safety (Prohibited Persons) Act 2016*](https://www.legislation.sa.gov.au/LZ/C/A/CHILD%20SAFETY%20(PROHIBITED%20PERSONS)%20ACT%202016.aspx) | | Tasmania | [*Registration to Work with Vulnerable People Act 2013*](https://www.legislation.tas.gov.au/view/html/inforce/current/act-2013-065/lh) | | Victoria | [*Worker Screening Act 2020*](https://www.legislation.vic.gov.au/in-force/acts/worker-screening-act-2020/001) | | Western Australia | [*Working with Children (Criminal Record Checking) Act 2004*](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a9277_currencies.html) |   Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. Benchmark and model answers for this knowledge assessment question are based on the legislation that is applicable in NSW.   1. Providing a link to the identified legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be a working link that redirects to a current copy of the legislation identified by the candidate.   1. Identifying one legal consideration relevant to their role as a community service or health worker from the legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration that applies to an individual job role in the community services and health industry * Consistent with their state/territory’s legislation for working with children |

|  |
| --- |
| 1. Providing the name of the section of the legislation that contains the consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be the name of a section in the legislation where the consideration identified by the candidate can be found.   1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s legislation for working with children  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s legislation for working with children  1. Providing all consequences of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * All consequences (e.g. a fine, imprisonment, etc.) of breaching the consideration identified * Applicable to offending community services and health workers * Consistent with their state/territory’s legislation for working with children   Model answers are provided below for the assessor’s reference. The model answers are based on the legislation relevant to children in the workplace that is applicable in NSW. |

|  |  |
| --- | --- |
| **Legal Consideration: Children in the Workplace** | |
| **Legislation** | Child Protection (Working with Children) Act 2012 No 51 |
| **Link** | https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2012-051 |
| **Legal Consideration** | A worker must not engage in child-related work unless (a) the worker holds a working with children check clearance of a class applicable to the work, or (b) there is a current application by the worker to the Children’s Guardian for a clearance of a class applicable to that work. |
| **Section** | Division 2, Section 8 – Restrictions on engaging in child-related work |
| **How this consideration is applied in community services and health organisations** | Organisations only hire workers who have a working with children check clearance, or workers who are currently applying for one. No worker who does not have this clearance is allowed to work with children. |
| **How this consideration impacts individual workers** | Individual workers are required to apply for this clearance and have it updated regularly. They are required to submit to legal processes to ensure that their background or history does not raise any issues or potential concerns if they would be allowed to work with children. |
| **All consequences of breaching this consideration** | The maximum penalty of breaching this consideration is a fine equivalent to 100 penalty units, or imprisonment for 2 years, or both. |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to children in the workplace. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
|  | |
| *Mapping: CHCLEG001 KE1.1 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to children in the workplace.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to keeping children safe in the workplace * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for working with children  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for working with children | |

|  |  |  |
| --- | --- | --- |
| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Children in the Workplace** | |
| **Ethical Consideration** | Communication with a child must NOT be carried out in ways that are likely to humiliate, frighten or distress the child. |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures on how to interact with children. This involves giving praises, admonishing children, providing instructions and engaging in casual conversations. Staff are provided with guidelines on how to properly interact with a child in all situations. |
| **How this consideration impacts individual workers** | Individual workers are expected to be role models to children. This involves speaking and conducting themselves in a respectful and polite manner. As such, individual workers are expected to not use communication methods that are unbecoming of a role model. |
| **One consequence of breaching this consideration** | Breaches can cause a child to develop attitudes and behaviours that are unhealthy and inappropriate. They can also cause a child emotional trauma which may lead to developmental issues or behavioural issues. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration from each of the following:    1. [National Code of Conduct for Healthcare Workers](https://www.health.vic.gov.au/health-workforce-regulation/national-code-of-conduct-for-healthcare-workers)    2. [Australian Community Workers Code of Ethics](https://www.acwa.org.au/workers/ethics-and-standards/) 3. Explaining how each of these considerations are applied in community services and health organisations. 4. Explaining how each of these considerations impact individual workers. 5. Providing one consequence of breaching each of these considerations. |
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| *Mapping: CHCLEG001 KE1.2*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.2*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration from each of the following:  * National Code of Conduct for Healthcare Workers * Australian Community Workers Code of Ethics   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A ethical consideration that applies to an individual job role in the community services and health industry * Consistent with the codes of conduct and ethics provided below.  1. Explaining how each of these considerations are applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the considerations identified are applied in the community services and health industry * Consistent with codes of conduct and ethics provided below | |

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| 1. Explaining how each of these considerations impact individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how these considerations affects the role and responsibility of a community services and health worker * Consistent with the codes of conduct and ethics provided below  1. Providing one consequence of breaching each of these considerations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Either of the following:   + One consequence (e.g. a fine, imprisonment, etc.) of breaching each of the considerations identified   + Other consequence of breaching each of the considerations identified, such as:     - A negative effect on the well-being and performance of the individual worker     - A negative effect on the health or satisfaction of clients     - A negative effect on the overall ability or capacity of all workers involved to perform their individual job roles * Applicable to offending community services and health workers * Consistent with the codes of conduct and ethics provided below   Model answers are provided below for the assessor’s reference. |

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|  | **Ethical Considerations** | |
| **National Code of Conduct for Health Care Workers** | **Australian Community Workers Code of Ethics** |
| **Ethical Consideration** | A health care worker must not provide health care of a type that is outside his or her experience or training, or provide services that he or she is not qualified to provide | The community worker has an obligation to treat clients with dignity and to safeguard, promote and acknowledge their capacity for self-determination. |
| **How this consideration is applied in community services and health organisations** | Organisations assign health care workers with clear roles and responsibilities. Limitations are put in place to prevent instances where health care workers provide service that they are not qualified to provide. | Organisations put the client at the centre of the service. Their policies and procedures require that the client be consulted whenever decisions need to be made regarding their care and support. |
| **How this consideration impacts individual workers** | The health care worker ensures that they provide services as indicated in their job description. They collaborate with others to ensure that appropriate care is always provided to the client. | The community worker respects the client’s wishes and ensures that the client’s needs, desires and preferences are addressed. |
| **One consequence of breaching this consideration** | The client’s health may be placed in danger. The employee and organisation (if found at fault) will also face legal action as a result of providing services without the required qualifications. | The client’s rights to self-determination and dignity of risk are breached. Their quality of life is reduced as they are forced to become reliant on the decisions of others. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Providing the code of practice for first aid in the workplace that applies to your state/territory. 3. Identifying one legal consideration relevant to your role as a community service and health worker from the code of practice identified. 4. Explaining how this consideration is applied in community services and health organisations. 5. Explaining how this consideration impacts individual workers. 6. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.3 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.3* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Providing the code of practice for first aid in the workplace that applies to their state/territory.   Their responses will vary depending on the state/territory they selected in the preliminary task, e.g. if they ticked NSW, their response must be based on the code of practice for first aid in the workplace enforced in NSW. For a satisfactory performance, their responses must be consistent with their state/territory’s code of practice for first aid in the workplace.  For the assessor to determine whether the responses are consistent with the code of practice for first aid in the workplace that applies to the candidate’s state/territory, the assessor must check the respective code of practice. | |

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| As of writing, these links lead to the most current codes of practice for first aid in the workplace for each state/territory. The assessor must check the most current version of the code of practice implemented in the candidate’s state/territory.   |  |  | | --- | --- | | **State/territory** | **Legislation** | | Australian Capital Territory | [*First aid in the workplace – Code of Practice*](https://www.legislation.act.gov.au/View/ni/2020-543/current/PDF/2020-543.PDF) | | New South Wales | [*Code of practice – First aid in the workplace*](https://www.safework.nsw.gov.au/__data/assets/pdf_file/0015/52152/First-aid-in-the-workplace-COP.pdf) | | Northern Territory | [*First aid in the workplace*](https://worksafe.nt.gov.au/forms-and-resources/codes-of-practice/first-aid-in-the-workplace) | | Queensland | [*First aid in the workplace – Code of Practice*](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0019/72631/first-aid-in-the-workplace-cop-2021.pdf) | | South Australia | [*First aid in the workplace – Code of Practice*](https://www.safework.sa.gov.au/workers/health-and-wellbeing/first-aid) | | Tasmania | [*First aid in the workplace – Code of Practice*](https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice/cop-folder/first-aid-in-the-workplace) | | Victoria | [*Compliance code: First aid in the workplace*](https://www.worksafe.vic.gov.au/resources/compliance-code-first-aid-workplace) | | Western Australia | [*Code of practice - First aid in the workplace*](https://www.commerce.wa.gov.au/publications/code-practice-first-aid-workplace) |   Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. Benchmark and model answers for this knowledge assessment question are based on the code of practice for first aid in the workplace applicable in NSW.   1. Identifying one legal consideration relevant to their role as a community service and health worker from the code of practice identified.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration that applies to an individual job role in the community services and health industry * Consistent with their state/territory’s code of practice for first aid in the workplace |

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| 1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s legislation for first aid in the workplace  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s legislation for first aid in the workplace  1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence of breaching the consideration identified, such as:   + A negative effect on the well-being and performance of the individual worker   + A negative effect on the health or satisfaction of clients   + A negative effect on the overall ability or capacity of all workers involved to perform their individual job roles * Consistent with their state/territory’s legislation for first aid in the workplace   Model answers are provided below for the assessor’s reference. The model answers are based on the code of practice for first aid in the workplace that is applicable in NSW. |

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| **Legal Consideration: First aid in the workplace** | |
| **Code of Practice** | First aid in the workplace – Code of Practice (NSW) |
| **Legal Consideration** | The contents of first aid kits should be based on a risk assessment. For example, there may be higher risk of eye injuries and a need for more eye pads in a workplace in which work involves machinery or chemicals. For example, where:   * chemical liquids or powders are handled in open containers * spraying, hosing or abrasive blasting operations are carried out * there is a possibility of flying particles causing eye injuries * there is a risk of splashing or spraying of infectious materials, or * welding, cutting or machining operations are carried out.   Extra equipment may be needed in remote workplaces, for example for serious burns, breathing difficulties or allergic reactions. |
| **How this consideration is applied in community services and health organisations** | Organisations have to carry out risk assessments before setting up first aid policies and procedures. They must procure necessary first aid materials depending on the risk that the job poses to the workers. |
| **How this consideration impacts individual workers** | Individual workers must report to their organisation whenever they encounter hazards and possible risks that do not have corresponding remedies in the first aid kit. |
| **One consequence of breaching this consideration** | Workers may be exposed to unnecessary harm or caused excessive suffering if the first aid kit did not have the necessary remedies in anticipation of possible injuries or harm that they may encounter as they carry out their duty. This can result to legal repercussions, drop in workers’ morale, and stoppage of work activities until the problem is resolved. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Providing the code of practice for managing noise in the workplace that applies to your state/territory. 3. Identifying one legal consideration relevant to your role as a community service and health worker from the code of practice identified. 4. Explaining how this consideration is applied in community services and health organisations. 5. Explaining how this consideration impacts individual workers. 6. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.3 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.3* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Providing the code of practice for managing noise in the workplace that applies to their state/territory.   Their responses will vary depending on the state/territory they selected in the preliminary task, e.g. if they ticked NSW, their response must be based on the code of practice for managing noise in the workplace enforced in NSW. For a satisfactory performance, their responses must be consistent with their state/territory’s code of practice for managing noise in the workplace.  For the assessor to determine whether the responses are consistent with the code of practice for managing noise in the workplace that applies to the candidate’s state/territory, the assessor must check the respective code of practice. | |

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| As of writing, these links lead to the most current codes of practice for managing noise in the workplace for each state/territory. The assessor must check the most current version of the code of practice implemented in the candidate’s state/territory.   |  |  | | --- | --- | | **State/territory** | **Legislation** | | Australian Capital Territory | [*Work Health and Safety (Managing Noise and Preventing Hearing Loss at Work) Code of Practice 2020*](https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice) | | New South Wales | [*Managing Noise and Preventing Hearing Loss at Work*](https://www.safework.nsw.gov.au/resource-library/list-of-all-codes-of-practice) | | Northern Territory | [*Managing noise and preventing hearing loss at work*](https://worksafe.nt.gov.au/forms-and-resources/codes-of-practice/managing-noise-and-preventing-hearing-loss-at-work) | | Queensland | [*Managing noise and preventing hearing loss at work code of practice 2021*](https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice) | | South Australia | [*Managing noise and preventing hearing loss at work*](https://www.safework.sa.gov.au/resources/codes-of-practice) | | Tasmania | [*Managing noise and preventing hearing loss at work: Code of practice*](https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice/cop-folder/managing-noise-and-preventing-hearing-loss-at-work) | | Victoria | [*Compliance code: Noise*](https://www.worksafe.vic.gov.au/resources/compliance-code-noise) | | Western Australia | [*Code of practice - Managing noise and preventing hearing loss at work*](https://www.commerce.wa.gov.au/publications/code-practice-managing-noise-and-preventing-hearing-loss-work) |   Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. Benchmark and model answers for this knowledge assessment question are based on the code of practice for managing noise in the workplace applicable in NSW.   1. Identifying one legal consideration relevant to their role as a community service and health worker from the code of practice identified.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration relevant to managing noise in the workplace * Applies to an individual job role in the community services and health industry * Consistent with their state/territory’s code of practice for managing noise in the workplace |

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| 1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s code of practice for managing noise in the workplace  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s code of practice for managing noise in the workplace  1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence of breaching the consideration identified, such as:   + Negative effects on the well-being and performance of the individual worker   + Negative effects on the health or satisfaction of clients   + Negative effects on the overall ability or capacity of all workers involved to perform their individual job roles * Applicable to offending community services and health workers * Consistent with their state/territory’s code of practice for managing noise in the workplace   Model answers are provided below for the assessor’s reference. The model answers are based on the code of practice for first aid in the workplace that is applicable in NSW. |

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| **Legal Consideration: Managing noise in the workplace** | |
| **Code of Practice** | Managing Noise and Preventing Hearing Loss at Work (NSW) |
| **Legal Consideration** | Dealing with noise hazards: In consultation with your workers and health and safety representatives, make a list of all noisy activities that may pose a risk to the health and safety of persons at the workplace. If you have answered ‘yes’ to any of the questions in Appendix C— Noise hazard identification checklist, it is likely that hazardous noise exists in your workplace, and it is possible that your workers are being exposed to hazardous noise levels. If you are unsure about the level of exposure or how to eliminate or minimise the risks effectively, you should take the next step to assess the risks of hearing loss. |
| **How this consideration is applied in community services and health organisations** | Organisations regularly check for noise hazards by checking the work area and consulting with people in the workplace. Organisations use the Noise hazard identification checklist to make sure that all noise hazards are identified and addressed. |
| **How this consideration impacts individual workers** | Individual workers are required to report any noise hazards to their supervisors. They are encouraged to provide information about how noise in their work area affects them and their performance. |
| **One consequence of breaching this consideration** | Noise hazards that are ignored can cause serious hearing issues to both workers and clients and can lead to the development of hearing disorders or disabilities. This can have severe medical repercussions to workers and can cause legal repercussions to the organisation. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Providing the official general policy/guidelines for complainant handling that applies to your state/territory. 3. Identifying one legal consideration relevant to your role as a community service and health worker from the general policy/guidelines identified. 4. Explaining how this consideration is applied in community services and health organisations. 5. Explaining how this consideration impacts individual workers. 6. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.4 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.4* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Providing the official general policy/guidelines for complainant handling that applies to their state/territory.   Their responses will vary depending on the state/territory they selected in the preliminary task, e.g. if they ticked NSW, their response must be based on the official guidelines for managing unreasonable complainant conduct enforced in NSW. For a satisfactory performance, their responses must be consistent with their state/territory’s official general policy/guidelines for complainant handling.  For the assessor to determine whether the responses are consistent with the official general policy/guidelines for complainant handling that applies to the candidate’s state/territory, the assessor must check the respective general policy/guidelines. | |

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| As of writing, these links lead to the most current official general policy/guidelines for complainant handling for each state/territory. The assessor must check the most current version of the general policy/guideline implemented in the candidate’s state/territory.   |  |  | | --- | --- | | **State/territory** | **General Policy/Guidelines** | | Australian Capital Territory | [*Complaint Handling and Management Policy*](https://www.communityservices.act.gov.au/quality-complaints-and-regulation/complaints_and_advocacy/complaint-handling-and-management-policy) | | New South Wales | [*Effective Complaint Handling*](https://www.ombo.nsw.gov.au/guidance-for-agencies/effective-complaint-handling) | | Northern Territory | [*Complaints Management Resources*](https://www.ombudsman.nt.gov.au/agencies/complaints-management-resources) | | Queensland | [*Complaints Management*](https://www.ombudsman.qld.gov.au/improve-public-administration/public-administration-resources/complaints-management) | | South Australia | [*How to Handle Customer Complaints*](https://www.sa.gov.au/topics/business-and-trade/running-a-business/handling-complaints) | | Tasmania | [*Council policies, procedures, services, fees or purchasing and tender process complaints*](https://www.dpac.tas.gov.au/divisions/local_government/investigations/making_a_complaint/complaints_about_council_policies,_procedures,_services,_fees_or_purchasing_and_tender_processes) | | Victoria | [*Handling Complaints*](https://www.ombudsman.vic.gov.au/learn-from-us/practice-guides/a-good-practice-guide-to-handling-complaints/) | | Western Australia | [*Effective Handling of Complaints*](https://www.ombudsman.wa.gov.au/Agencies/Complaints_processes.htm) |   Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. Benchmark and model answers for this knowledge assessment question are based on the general policy/guidelines for complainant handling applicable in NSW.   1. Identifying one legal consideration relevant to their role as a community service and health worker from the general policy/guidelines identified.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration that applies to an individual job role in the community services and health industry * Consistent with their state/territory’s general policy/guidelines for complainant handling |

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| 1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s legislation for general policy/guidelines for complainant handling  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s general policy/guidelines for complainant handling  1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence of breaching the consideration identified, such as:   + Negative effects on the well-being and performance of the individual worker   + Negative effects on the health or satisfaction of clients   + Negative effects on the overall ability or capacity of all workers involved to perform their individual job roles * Consistent with their state/territory’s general policy/guidelines for complainant handling   Model answers are provided below for the assessor’s reference. The model answers are based on the general policy/guidelines for complainant handling that is applicable in NSW. |

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| **Legal Consideration: Complainant Handling** | |
| **General Policy/Guidelines** | Effective Complaint handling guidelines 3rd Ed. 2017 (NSW) |
| **Legal Consideration** | In recognition of the importance of accessibility, organisations are increasingly accepting written complaints in a number of different formats – such as via letter, fax, email or an online complaint form... Organisations should consider the role that new technologies can play, but care should be taken to ensure that any new methods adopted to facilitate complaints are properly deployed and supported. To be most effective, social media requires constant monitoring and may need more resources than other contact methods. New technology may also place additional requirements on frontline staff. If people who have dealings with an organisation are not familiar with new technology, staff may have to temporarily fill a help desk role – answering questions about the process as well as the substance of inquiries or complaints. |
| **How this consideration is applied in community services and health organisations** | Organisations use a variety of channels for feedback and complaints. They develop policies and procedures for handling client complaints and ensure that all staff are familiar with all complaint channels and how to handle them. |
| **How this consideration impacts individual workers** | Individual workers are expected to have basic knowledge and skills that are relevant to the use of technology for receiving and handling complaints. Workers are expected to be able to handle complaints from various channels through the same policies and procedures. |
| **One consequence of breaching this consideration** | Clients will become frustrated if their complaints are not received and addressed timely and in a proper manner. Clients may refuse future service from the organisation and may escalate their complaints to local or national authorities if they feel that they are being ignored by the organisation’s staff. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to managing complaints. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.4 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.4*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to managing complaints.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to managing complaints * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for managing complaints  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for managing complaints | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Managing Complaints** | |
| **Ethical Consideration** | Families should be able to file complaints and bring issues to the attention of the organisation. To support this, the service should have competent staff who can receive complaints with patience and empathy. |
| **How this consideration is applied in community services and health organisations** | Organisations’ complaints management policies and procedures emphasise empathy and being receptive to criticisms and ideas of clients, their families and their carers. |
| **How this consideration impacts individual workers** | Individual workers are expected to use person-centred approaches to handle complaints. They are required to have skills relevant to empathising with complainants and de-escalating situations. |
| **One consequence of breaching this consideration** | Organisations that do not have staff that can empathise with complainants and handle complaints properly are prone to lose clients who will become frustrated and disappointed once their complaints are not addressed properly. Clients may also feel that their opinions don’t matter. |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions regarding mandatory continuing professional development (CPD) requirements. |
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| *Mapping: CHCLEG001 KE1.5 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.5* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must answer the following questions regarding mandatory continuing professional development (CPD) requirements.  Additional marking guides are provided below for the assessor’s reference. | |
| 1. Identify a policy that outlines the CPD requirements of your job role. Then, provide a link for accessing this policy statement.   CPD Policy:  Link:  The candidate must identify a policy that outlines the CPD requirements of their job role. Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A policy endorsed, recognised or upheld by an Australian association from the community services and health industry * A policy that sets requirements on workers’ continuing professional development * Consistent with the candidate’s job role   Model answers are provided below for the assessor’s reference:  CPD Policy: Australian Community Workers Association (ACWA) Member CPD Policy.  Link: https://www.acwa.org.au/workers/endorsed-cpd/ | |
| 1. Based on the policy you identified, how many hours of relevant professional development activities must you complete per year?     The candidate must identify how many hours of relevant professional development activities they must complete per year, based on the policy they identified.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The number of hours of CPD that they must complete per year * Consistent with the policy statement they identified in item i. The assessor must access the policy statement identified in item i to assess the candidate’s response.   A model answer is provided below for the assessor’s reference:  20 hours of CPD activities | |
| 1. How are workers supported in meeting this requirement?     The candidate must identify how workers are supported in meeting this requirement.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Services that an authority or governing body provides to workers to assist them in meeting the required number of CPD hours per year * Consistent with the policy statement they identified in item i. The assessor must access the policy statement identified in item i to assess the candidate’s response.   A model answer is provided below for the assessor’s reference:  ACWA endorses, and occasionally provides, relevant quality training. All attempts are made to ensure opportunities are available across the country as well as online for those in locations where face-to-face training is not always available. | |
| 1. Identify three acceptable CPD activities.   The candidate must identify three acceptable CPD activities.  Responses will vary. For a satisfactory performance, although the wording may slightly vary, the candidate’s response must include three of the following:   * Attending workshops, seminars or conferences * Completing short courses, including online * Delivering presentations at seminars or conferences * Gaining additional formal qualifications * Participating in relevant workplace training * Writing peer reviewed or published papers * Listening to webinars or podcasts related to best practice in community services * Studying publications such as research articles and textbooks (study-based activities) * Participating in professional supervision, either as supervisor or supervisee, that is oriented to professional development (not routine updates) * Participating in network or community meetings where the processes are conducive to professional development (this excludes meetings undertaken as part of a job role)   Other responses are still acceptable, provided that they are activities that can be used to meet the required CPD hours per year, and provided that they are consistent with the policy statement that the candidate identified in item i. The assessor must access the policy statement identified in item i to assess the candidate’s response. | |
| 1. Provide all consequences of not meeting the required number of CPD hours.     The candidate must provide all consequences of not meeting the required number of CPD hours.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Consequence that can negatively affect a worker (i.e. a fine or change in membership or professional status) * Resulting specifically from not being able to meet the required CPD hours * Consistent with the policy statement they identified in item i. The assessor must access the policy statement identified in item i to assess the candidate’s response.   A model answer is provided below for the assessor’s reference:  The member will be asked to provide an explanation. If this is inadequate, the member will need to demonstrate their participation in CPD on a quarterly basis for the 12 months following the audit to ensure compliance going forward. If this is refused or not met satisfactorily, membership will be suspended or revoked. | |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to continuing professional education. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.5 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.5*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to continuing professional education.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to continuing professional education * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for continuing professional education  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for continuing professional education | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Continuing Professional Education** | |
| **Ethical Consideration** | An organisation must commit to ensuring that staff are well-trained and knowledgeable on the latest information and practices related to the community services and health industry. |
| **How this consideration is applied in community services and health organisations** | Organisations have programs in place to require staff to undergo necessary training or attend important seminars to update their knowledge and skills that are relevant to their work duties. Organisations also sponsor employee activities that are relevant to continuing professional education, such as attending workshops or taking courses in higher education. |
| **How this consideration impacts individual workers** | Individual workers are expected to participate actively in all activities relevant to continuing professional education. They are also expected to pursue opportunities for their personal and professional development. They are required to report all activities relevant to continuing professional education to their employer for tracking and record-keeping purposes. |
| **One consequence of breaching this consideration** | Organisations that do not place value in the professional development of their staff are at risk of not having personnel with knowledge or expertise to comply with changing practices and protocols based on national or local standards relevant to the community services and health industry. |

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| Application  Description automatically generated with low confidence | 1. For each of the national legislation provided below: 2. Identify one legal consideration on the provision of services that is relevant to your role as a community service and health worker. 3. Explain how each of these considerations are applied in community services and health organisations. 4. Explain how each of these considerations impact individual workers. 5. Provide all consequences of breaching each of these considerations. |
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| *Mapping: CHCLEG001 KE1.6 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.6* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  For each of the national legislation provided below, the candidate must:   1. Identify one legal consideration on the provision of services that is relevant to their role as a community service and health worker.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Legal considerations that are relevant to the provision of services in the community services and health industry * Consistent with the legislation provided  1. Explain how each of these considerations are applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with the legislation provided | |

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| 1. Explain how each of these considerations impact individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with the legislation provided  1. Provide all consequences of breaching each of these considerations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (e.g. a fine, imprisonment, etc.) of breaching the consideration * Consistent with the legislation provided   Model answers are provided below for the assessor’s reference. |

|  | **Legal Consideration** | | | |
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| **Racial Discrimination Act 1975** | **Disability Discrimination Act 1992** | **Sex Discrimination Act 1984** | **Age Discrimination Act 2004** |
| **Legal Consideration** | It is unlawful for a person who supplies goods or services to the public or to any section of the public:  (a) to refuse or fail on demand to supply those goods or services to another person; or  (b) to refuse or fail on demand to supply those goods or services to another person except on less favourable terms or conditions than those upon or subject to which he or she would otherwise supply those goods or services.  by reason of the race, colour or national or ethnic origin of that other person or of any relative or associate of that other person. | It is unlawful for a person who, whether for payment or not, provides goods or services, or makes facilities available, to discriminate against another person on the ground of the other person’s disability:  (a) by refusing to provide the other person with those goods or services or to make those facilities available to the other person; or  (b) in the terms or conditions on which the first‑mentioned person provides the other person with those goods or services or makes those facilities available to the other person; or  (c) in the manner in which the first‑mentioned person provides the other person with those goods or services or makes those facilities available to the other person. | It is unlawful for a person who, whether for payment or not, provides goods or services, or makes facilities available, to discriminate against another person on the ground of the other person’s sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy or potential pregnancy, or breastfeeding:  (a) by refusing to provide the other person with those goods or services or to make those facilities available to the other person;  (b) in the terms or conditions on which the first‑mentioned person provides the other person with those goods or services or makes those facilities available to the other person; or  (c) in the manner in which the first‑mentioned person provides the other person with those goods or services or makes those facilities available to the other person. | It is unlawful for a person who, whether for payment or not, provides goods or services, or makes facilities available, to discriminate against another person on the ground of the other person’s age:  (a) by refusing to provide the other person with those goods or services or to make those facilities available to the other person; or  (b) in the terms or conditions on which the first‑mentioned person provides the other person with those goods or services or makes those facilities available to the other person; or  (c) in the manner in which the first‑mentioned person provides the other person with those goods or services or makes those facilities available to the other person. |
| **How this consideration is applied in community services and health organisations** | Service Providers are required by law to provide access to services and make reasonable adjustments to accommodate people of various races and racial backgrounds. | Service Providers are required by law to provide access to services and make reasonable adjustments to accommodate people with various forms of disabilities. | Service Providers are required by law to provide access to services and make reasonable adjustments to accommodate people of various sex, gender status or identity, marital or relationship status and pregnancy or breastfeeding status. | Service Providers are required by law to provide access to services and make reasonable adjustments to accommodate people of various age. |
| **How this consideration impacts individual workers** | Individual workers are expected to provide service that meets workplace standards regardless of the race or racial background of their clients. | Individual workers are expected to provide service that meets workplace standards regardless of their clients’ disability. | Individual workers are expected to provide service that meets workplace standards regardless of the sex, gender status or identity, marital or relationship status and pregnancy or breastfeeding status of their clients. | Individual workers are expected to provide service that meets workplace standards regardless of their clients’ age. |
| **All consequences of breaching this consideration** | 10 penalty units | Imprisonment for 6 months | In the case of a natural person—25 penalty units or imprisonment for 3 months, or both | Imprisonment for 6 months |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to discrimination. 3. Explaining how this consideration is applied in community services and health organisations 4. Explaining how this consideration impacts individual workers 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.6 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.6*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to discrimination.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A consideration relevant to the non-discriminatory treatment of people in the workplace * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for non-discrimination  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for non-discrimination | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Discrimination** | |
| **Ethical Consideration** | Staff must model anti-discrimination in their interactions with children, families, community members and other workers. |
| **How this consideration is applied in community services and health organisations** | Organisations have guidelines in place to direct workers to interact with others in a non-discriminatory way. Organisations are also responsible for creating and enforcing a code of conduct that prevents discrimination at all levels. |
| **How this consideration impacts individual workers** | Individual workers are expected to understand the negative effects of discrimination and be familiar with practices that prevent discrimination in the workplace. They are also expected to fully understand what they can and cannot do based on the anti-discrimination legislations of their state/territory. |
| **One consequence of breaching this consideration** | An organisation that does not have measures to prevent discrimination in the workplace is liable to penalties under relevant legislations on duty of care and anti-discrimination. Clients and workers who feel discriminated may file complaints that can cause stoppage of service. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one national legislation relevant to dignity of risk. 3. Providing a link to the identified legislation. 4. Identifying one legal consideration relevant to your role as a community service or health worker from the identified legislation. 5. Providing the name of the section of the legislation that contains the consideration. 6. Explaining how this consideration is applied in community services and health organisations. 7. Explaining how this consideration impacts individual workers. 8. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.7 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.7* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one national legislation relevant to dignity of risk.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A national legislation that is relevant to dignity of risk in the community services and health industry * A current legislation (i.e. in force, and not superseded)  1. Providing a link to the identified legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be a working link that redirects to a current copy of the legislation identified by the candidate.   1. Identifying one legal consideration relevant to their role as a community service or health worker from the identified legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration that is relevant to dignity of risk * Applies to an individual job role in the community services and health industry * Consistent with their state/territory’s legislation on dignity of risk | |
| 1. Providing the name of the section of the legislation that contains the consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be the name of a section in the legislation where the consideration identified by the candidate can be found.   1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s legislation relevant to dignity of risk  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s legislation relevant to dignity of risk  1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Either of the following:   + One consequence (e.g. a fine, imprisonment, etc.) of breaching each of the considerations identified   + Other consequences of breaching each of the considerations identified, such as:     - A negative effect on the well-being and performance of the individual worker     - A negative effect on the health or satisfaction of clients     - A negative effect on the overall ability or capacity of all workers involved to perform their individual job roles * Applicable to offending community services and health workers * Consistent with their state/territory’s legislation relevant to dignity of risk   Model answers are provided below for the assessor’s reference. | |

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| **Legal Consideration: Dignity of Risk** | |
| **Legislation** | Disability Inclusion Act 2014 No 41 (NSW) |
| **Link** | https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2014 -041#:~:text=An%20Act%20relating%20to%20the,disability%3B%20and% 20for%20other%20purposes. |
| **Legal Consideration** | (5) People with disability have the same rights as other members of the community to make decisions that affect their lives (including decisions involving risk) to the full extent of their capacity to do so and to be supported in making those decisions if they want or require support. |
| **Section** | Part 1, Division 2 Objects and principles – 4 General Principles |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures that place the client in the centre of the decision-making process. This means that the client’s wishes are considered and prioritised at all stages of service. |
| **How this consideration impacts individual workers** | Individual workers are required to collaborate with their client during all decision-making activities. They are prohibited from making decisions or performing actions without the approval or consent of their client. |
| **One consequence of breaching this consideration** | Nothing in sections 3–6 nor in any application of those sections by this Act gives rise to, or can be taken into account in, any civil cause of action. However, failure to uphold a client’s dignity of risk can cause the person to feel left out of the decision-making process, and thus discriminated against. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to dignity of risk. 3. Explaining how this consideration is applied in community services and health organisations 4. Explaining how this consideration impacts individual workers 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.7 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.7*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to dignity of risk.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to upholding and protecting the dignity of risk of clients under the care of the support worker * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures relevant to dignity of risk  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with typical policies and procedures relevant to dignity of risk | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Dignity of Risk** | |
| **Ethical Consideration** | A support worker may not make decisions on the client’s participation in activities or opportunities on behalf of a client or without the client’s informed consent, on the basis of the risk that the activity or opportunity can pose to the client’s health. |
| **How this consideration is applied in community services and health organisations** | Organisations follow a person-centred approach in decision making. This involved providing the client with important information to make informed decisions regarding activities or opportunities that may pose risks to their health or well-being. |
| **How this consideration impacts individual workers** | Individual workers are expected to balance their responsibilities under duty of care and dignity of risk. They are expected to provide important information so that the client can make appropriate decisions based on risks, facts and benefits to be gained from activities or opportunities. |
| **One consequence of breaching this consideration** | Failure to uphold a client’s dignity of risk is a violation of their human rights and is subject to investigations of the human rights commission. Clients who are not permitted to make their own informed decisions on risks that they wish to take are also at risk of being demotivated and losing interest in daily activities. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying the legislation relevant to your duty of care as a community service and health worker that applies to your state/territory. 3. Providing a link to the identified legislation. 4. Identifying one legal consideration relevant to your role as a community service or health worker based on the legislation. 5. Providing the name of the section of the legislation that contains the consideration. 6. Explaining how this consideration is applied in community services and health organisations. 7. Explaining how this consideration impacts individual workers. 8. Providing all consequences of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.8 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.7* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying the legislation relevant to their duty of care as a community service and health worker that applies to their state/territory.   Their responses will vary depending on the state/territory they selected in the preliminary task, e.g. if they ticked NSW, their response must be based on the legislation relevant to duty of care that is enforced in NSW. For a satisfactory performance, their responses must be consistent with their state/territory’s legislation relevant to duty of care.  For the assessor to determine whether the responses are consistent with the legislation that applies to the candidate’s state/territory, the assessor must check the respective legislation. | |

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| As of writing, these links lead to the most current legislation relevant to duty of care for each state/territory. The assessor must check the most current version of the legislation implemented in the candidate’s state/territory.   |  |  | | --- | --- | | **State/territory** | **Legislation** | | Australian Capital Territory | [*Professional conduct - Education*](https://www.education.act.gov.au/working-with-us/benefits-and-support/professional_conduct) | | New South Wales | [*Employee responsibility*](https://education.nsw.gov.au/about-us/rights-and-accountability/department-of-education-code-of-conduct/employee-responsibility) | | Northern Territory | [*Duty of care*](https://education.nt.gov.au/policies/duty-of-care) | | Queensland | [*Work Health and Safety Act 2011*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018/lh) | | South Australia | [*Duty of care to children and young people policy*](https://www.education.sa.gov.au/doc/duty-care-children-and-young-people-policy) | | Tasmania | [*Education Act 2016*](https://www.legislation.tas.gov.au/view/html/inforce/current/act-2016-051/lh) | | Victoria | [*Duty of Care: Policy*](https://www2.education.vic.gov.au/pal/duty-of-care/policy) | | Western Australia | [*Duty of Care for Public School Students Policy*](https://www.education.wa.edu.au/web/policies/-/duty-of-care-for-public-school-students-policy) |   Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. Benchmark and model answers for this knowledge assessment question are based on the legislation that is applicable in NSW.   1. Providing a link to the identified legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be a working link that redirects to a current copy of the legislation identified by the candidate.  A model answer is provided below for the assessor’s reference. The model answer is based on the legislation relevant to the candidate’s duty of care as a community services and health worker that is applicable in NSW.   1. Providing one legal consideration relevant to their role as a community service or health worker based on the legislation identified.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration relevant to duty of care * Applies to an individual job role in the community services and health industry * Consistent with their state/territory’s legislation relevant to the candidate’s duty of care as a community services and health worker   A model answer is provided below for the assessor’s reference. The model answer is based on the legislation relevant to the candidate’s duty of care as a community services and health worker that is applicable in NSW. |

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| 1. Providing the name of the section of the legislation that contains the consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be the name of a section in the legislation where the consideration identified by the candidate can be found.  A model answer is provided below for the assessor’s reference. The model answer is based on the legislation relevant to duty of care that is applicable in NSW.   1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s legislation relevant to the candidate’s duty of care as a community services and health worker   A model answer is provided below for the assessor’s reference. The model answer is based on the legislation relevant to the candidate’s duty of care as a community services and health worker that is applicable in NSW.   1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s legislation relevant to the candidate’s duty of care as a community services and health worker   A model answer is provided below for the assessor’s reference. The model answer is based on the legislation relevant to the candidate’s duty of care as a community services and health worker that is applicable in NSW.   1. Providing all consequences of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequences (e.g. a fine, imprisonment, etc.) of breaching the consideration identified * Applicable to offending community services and health workers * Consistent with their state/territory’s legislation relevant to the candidate’s duty of care as a community services and health worker   A model answer is provided below for the assessor’s reference. The model answer is based on the legislation relevant to the candidate’s duty of care as a community services and health worker that is applicable in NSW. |

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| **Legal Consideration: Duty of Care** | |
| **Legislation** | Work Health and Safety Act 2011 |
| **Link** | https://www.legislation.gov.au/Details/C2021C00474 |
| **Legal Consideration** | (2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking. |
| **Section** | Part 2 Division 2 – 19 Primary Duty of Care |
| **How this consideration is applied in community services and health organisations** | Organisations ensure that the workplace is free from hazards that may cause injuries or harm to the workers. They also enforce protocols and procedures to make sure that all concerns or situations are handled in a safe manner. |
| **How this consideration impacts individual workers** | Individual workers are prohibited from performing hazardous or dangerous acts. They are required to follow the organisation’s policies and procedures to ensure that they do not suffer from injury or harm during the performance of their duties. |
| **All consequences of breaching this consideration** | Offence committed by an…   * An individual—$50 000 to $300 000 or 5 years imprisonment or both. * A person or an officer of a person conducting a business or undertaking—$100 000 to $600 000 or 5 years imprisonment or both. * A body corporate—$ 500 000 to $3 000 000. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to your duty of care as a community services and health worker. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.8 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.7*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to their duty of care as a community services and health worker.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to their duty of care as a community services and health worker * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures relevant to duty of care  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with typical policies and procedures relevant to duty of care | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Duty of Care** | |
| **Ethical Consideration** | The prescribed processes for ensuring the safety of clients must be promptly followed, without taking shortcuts or compromises. |
| **How this consideration is applied in community services and health organisations** | Organisations have protocols in place to ensure that all staff are provided with the resources and equipment they need to carry out their responsibilities relevant to their duty of care to their clients. |
| **How this consideration impacts individual workers** | Individual workers are expected to follow protocols at all times when caring for a client. They are also expected to make proper judgments and carry out their duties in a way that prioritises and ensures the safety and well-being of their clients. |
| **One consequence of breaching this consideration** | Clients’ health and well-being may be put at risk. Individual workers and the organisation may be held liable for injuries or harm caused to clients because of neglect, the use of unsafe practices, performing actions that are not aligned with relevant standards and other offenses. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identify an article (including the article number) from the Universal Declaration of Human Rights (UDHR) that is relevant to the community services and health industry. 3. Identifying an ethical consideration relevant to the community services and health industry that is based on the article from the UDHR. 4. Explaining how this consideration is applied in community services and health organisations. 5. Explaining how this consideration impacts individual workers. 6. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.9.1, KE1.17 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.8* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.14* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identify an article (including the article number) from the Universal Declaration of Human Rights (UDHR) that is relevant to the community services and health industry.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An article (including the article number) from the Universal Declaration of Human Rights. * Relevant to the community services and health industry  1. Identifying an ethical consideration relevant to the community services and health industry that is based on the article from the UDHR.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is:   + relevant to the community services and health industry   + an example of a right of a client | |

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| * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures used by community services and health organisations  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures used by community services and health organisations  1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * One consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. |

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| **Ethical Consideration: Universal Declaration of Human Rights** | |
| **Article** | Article 19: Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers. |
| **Ethical Consideration** | Clients are afforded freedom of expression. Expression of thought, such as in the case of providing feedback, expressing interests, identifying preferences and expressing sexuality, must be respected. |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures for ensuring that all ideas expressed by the clients are considered and used for planning, adjusting services and customising resources. Organisations also ensure that clients are not discriminated against based on their ideas or expressions (such as expressed sexuality, political views, etc). |
| **How this consideration impacts individual workers** | Individual workers are expected to allow persons under their care to exercise their freedom of expression, so long as their expressions do not infringe upon the rights of others or do not convey violent or disturbing messages. They are expected to understand what constitutes free speech. |
| **One consequence of breaching this consideration** | A breach of this consideration is a breach of human rights. It is thus subject to intervention and investigation by the Australian human Rights Committee. Clients whose freedom of speech and expression is denied may become frustrated or uninterested in cooperating with workers who do not respect their ideas and opinions. |

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| Application  Description automatically generated with low confidence | 1. Answer the questions on human needs and human rights provided below. |
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| *Mapping: CHCLEG001 KE1.9.2, 1.9.3 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.8* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.8*   **Marking guide**  The candidate must answer the questions on human needs and human rights provided below.  Additional marking guides and model answers are provided below for the assessor’s reference. | |
| 1. How are human rights related to human needs?     The candidate must explain how human rights are related to human needs.  For a satisfactory performance, the candidate’s response must be consistent with the model answer below:  Human needs can only be addressed if human rights are upheld. Human rights ensure that everyone is entitled to receive support and be provided with their human needs. | |
| 1. Define human rights based approaches.     The candidate must define human rights-based approaches.  For a satisfactory performance, the candidate’s response must be consistent with the model answer below:  Human rights based approaches allow support workers and service providers to use human rights in forming and upholding effective policies, practices and practical realities for all. | |
| 1. Identify the five principles that workers and service providers must adhere to, to ensure that the approaches they use in the workplace upholds the human rights of all people.   The candidate must identify the five principles that workers and service providers must adhere to, to ensure that the approaches they use in the workplace upholds the human rights of all people.  For a satisfactory performance, the candidate’s response must include all of the following, in no particular order:   * Participation * Accountability * Non-discrimination and equality * Empowerment * Legality | |
| 1. Identify two international human rights instruments used in the workplace.   The candidate must identify two international human rights instruments used in the workplace.  Responses will vary. For a satisfactory performance, the candidate’s response must be an up-to-date International Labour Organization (ILO) Convention.  Model answers are provided below for the assessor’s reference (only two are required):   * International Labour Organization (ILO) Labour Standards * International Labour Organization (ILO) Declaration on Fundamental principles and Rights at Work * Forced Labour Convention * Freedom of Association and Protection of the Right to Organise Convention * Right to Organise and Collective Bargaining Convention * Equal Renumeration Convention * Abolition of Forced Labour Convention * Discrimination (Employment and Occupation) Convention * Minimum Age Convention * Worst Forms of Child Labour Convention | |
| 1. Identify four international treaties that define the international Human Rights Framework.   The candidate must identify four international treaties that define the international Human Rights Framework. For a satisfactory performance, the candidate’s response must include four of the following treaties:   |  |  | | --- | --- | | * ICERD International Convention on the Elimination of All Forms of Racial Discrimination * ICCPR International Covenant on Civil and Political Rights * ICESCR International Covenant on Economic, Social and Cultural Rights * CEDAW Convention on the Elimination of All Forms of Discrimination against Women * CAT Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment * CRC Convention on the Rights of the Child * ICMW International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families * CPED International Convention for the Protection of All Persons from Enforced Disappearance * CRPD Convention on the Rights of Persons with Disabilities * ICCPR-OP1 Optional Protocol to the International Covenant on Civil and Political Rights | * ICCPR-OP2 Second Optional Protocol to the International Covenant on Civil and Political Rights, aiming at the abolition of the death penalty * OP-CEDAW Optional Protocol to the Convention on the Elimination of Discrimination against Women * OP-CRC-AC Optional protocol to the Convention on the Rights of the Child on the involvement of children in armed conflict * OP-CRC-SC Optional protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography * OP-CRC-IC Optional Protocol to the Convention on the Rights of the Child on a communications procedure * OP-CAT Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment * OP-CRPD Optional Protocol to the Convention on the Rights of Persons with Disabilities * ICESCR – OP Optional Protocol to the Covenant on Economic, Social and Cultural Rights | | |
| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one legal consideration relevant to the rights of workers and employers for each given core standard in the Declaration on Fundamental Principles and Rights at Work. 3. Explaining how each consideration is applied in community services and health organisations 4. Explaining how each consideration impacts individual workers 5. Providing one consequence of breaching each of these considerations. |
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| *Mapping: CHCLEG001 KE1.17 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.14* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one legal consideration relevant to the rights of workers and employers for each given core standard in the Declaration on Fundamental Principles and Rights at Work.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Considerations that are relevant to the rights of workers and employers * Consistent with the rights and standards, as specified by the ILO in the Declaration on Fundamental Principles and Rights at Work * Consistent with the core standards provided   Model answers are provided below for the assessor’s reference.   1. Explaining how each consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must:   * Be consistent with the consideration identified by the candidate * Explain how the given consideration is typically applied in an organisation in the community services and health industry   Model answers are provided below for the assessor’s reference. | |

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| 1. Explaining how each consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must:   * Be consistent with the consideration identified by the candidate * Explain how the given consideration can impact a typical worker in the community services and health industry.   Model answers are provided below for the assessor’s reference.   1. Providing one consequence of breaching each of these considerations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. |

|  | **Legal Considerations:** | | |
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| **Freedom of Association** | **Collective Bargaining** | **Work Equality** |
| **Legal Consideration** | Workers shall enjoy adequate protection against acts of anti-union discrimination in respect of their employment. | The right to collective bargaining should be recognized throughout the private and public sectors (except armed forces, police, public servants holding office). | Dismissal must be justified by reasons connected with the worker’s conduct, ability or fitness to perform the functions or necessities of business operations |
| **How this consideration is applied in community services and health organisations** | Organisations have anti-discrimination policies and procedures that prohibit discrimination based on union membership or activity. | Employers meet with leaders of unions and worker groups to negotiate regarding terms of employment, including benefits, renumerations and dismissal terms | Organisations have protocols for addressing behaviours that detract from effective work conditions. Consequences are prescribed based on specific offenses. |
| **How this consideration impacts individual workers** | Individual workers have access to better job security, legal support and other benefits that are provided by unions. | Individual workers are entitled to the terms and conditions agreed upon by the union and the organisation through collective bargaining. | Individual workers are responsible for reviewing their employment handbooks and abiding by the organisation’s rules to avoid consequences such as dismissal. |
| **One consequence of breaching this consideration** | A breach damages the workers’ dignity and violates their human rights. This results to penalties consistent with anti-discrimination laws. | A breach can lead to the deterioration of relationships between employers and workers, and can result to strikes and other complaints. | Employers who are found to have wrongfully dismissed an employee will be subject to penalties consistent with those prescribed in the Fair Work Act 2009. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to the responsibilities of each of the following:    1. Workers    2. Employers    3. Clients 3. Explaining how each of these considerations are applied in community services and health organisations. 4. Explaining how each of these considerations impact individual workers. 5. Providing one consequence of breaching each of these considerations. |
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| *Mapping: CHCLEG001 KE1.17 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.14*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to the responsibilities of each of the following:  * Workers * Employers * Clients   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Consistent with the person identified * Consistent with typical responsibilities of workers, employers and clients in the community services and health industry   Model answers are provided below for the assessor’s reference. | |

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| 1. Explaining how each of these considerations are applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures relevant to responsibilities of workers, employers and clients   Model answers are provided below for the assessor’s reference.   1. Explaining how each of these considerations impact individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with typical policies and procedures relevant to responsibilities of workers, employers and clients   Model answers are provided below for the assessor’s reference.   1. Providing one consequence of breaching each of these considerations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers is provided below for the assessor’s reference. |

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|  | **Ethical Considerations** | | |
| **Responsibilities of Workers** | **Responsibilities of Employers** | **Responsibilities of Clients** |
| **Ethical Consideration** | Workers must avoid work practices that are harmful to their own health and safety or that of others | Employers must ensure a safe work environment by providing necessary protective equipment | Clients must provide all important information pertaining to their health and wellness needs |
| **How this consideration is applied in community services and health organisations** | Organisations follow protocols that adhere to codes of practice and relevant work health and safety legislation | Employers provide equipment to workers based on the risks that these workers will typically or potentially encounter while performing their duties | Organisations plan daily activities, meals and leisure opportunities based on the health needs and requirements of clients. |

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|  | **Ethical Considerations** | | |
| **Responsibilities of Workers** | **Responsibilities of Workers** | **Responsibilities of Workers** |
| **How this consideration impacts individual workers** | Individual workers are expected to be considerate of others when accessing facilities and equipment as they perform their duties | Individual workers are expected to provide information on what equipment they require to perform their job responsibilities in a safe and effective manner | Individual workers are expected to take note of all health requirements. Workers are expected to ensure that all services address the health requirements of their clients. |
| **One consequence of breaching this consideration** | Breaches can result in unsafe work conditions and can result to casualties, injuries or health issues | Breaches can result to injuries to workers and damage to equipment and facilities in the workplace | Breaches can result to health issues and concerns for the client. This includes allergic reactions, worsening of health conditions or in the worst case, death. |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions relevant to the Fair Work Act 2009. |
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| *Mapping: CHCLEG001 KE1.17 (p), KE1.18*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.14* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.15* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must answer the following questions relevant to the Fair Work Act 2009.  Marking guides are provided below each question for the assessor’s reference. | |
| 1. Identify one responsibility of employers by providing a restriction that applies to them under Part 3-1 – General Protections of the Fair Work Act 2009.     For a satisfactory performance, although the wording may vary, the candidate’s response must be one of the following:   * An employer must not take adverse action against another person because the other person has (or does not have), will (or will not) exercise, or proposes to exercise (or proposes not to exercise) a workplace right. * An employer must not take adverse action against another person to prevent the exercise of a workplace right. * An employer must not coerce another person, either by taking or threatening to take an action against another, to exercise, not exercise, or propose to exercise or not exercise a workplace right in a particular way. * An employer must not exert undue influence or undue pressure on an employee in relation to a decision by the employee (e.g. to make (or not make) an agreement or arrangement under the National Employment Standards, to make (or not make) an agreement or arrangement under a term of a modern award or enterprise agreement that is permitted to be included in the award or agreement, to agree to or terminate an individual flexibility arrangement, to accept a guarantee of annual earnings, or to agree (or not agree) to a deduction from amounts payable to the employee in relation to the performance of work). * An employer must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person, or the exercise, or the effect of the exercise, of a workplace right by another person. | |
| 1. Identify the consequence that the employer will face if they fail to fulfill the obligation identified in item (i).     For a satisfactory performance, although the wording may vary, the candidate’s response must be consistent with the following model answer:  A fine equivalent to a maximum of 60 penalty units | |
| 1. Identify one legal consideration relevant to an employer’s obligation in relation to pay slips based on the Fair Work Act 2009.     For a satisfactory performance, although the wording may vary, the candidate’s response must be one of the following:   * An employer must give a pay slip to each of its employees within one working day of paying an amount to the employee in relation to the performance of work. * The pay slip must be in a form prescribed by regulations, if such a form exists * The pay slip must include any information prescribed by the regulations. | |
| 1. Identify the consequence that the employer will face if they fail to fulfill the obligation identified in item (iii).     For a satisfactory performance, although the wording may vary, the candidate’s response must be consistent with the following model answer:  A fine equivalent to a maximum of 600 penalty units for a serious contravention, or 60 penalty units otherwise | |
| 1. Identify the minimum employment period for an employee to receive protection from unfair dismissal in the following types of workplaces: 2. Small Business: 3. Not a small business:   For a satisfactory performance, although the wording may vary, the candidate’s response must be consistent with the following model answers:   * Small Business: 1 year * Not a small business: 6 months | |
| 1. Identify the consequence that the employer will face if they unfairly dismiss an employee.     For a satisfactory performance, although the wording may vary, the candidate’s response must be consistent with the following model answer:  A fine equivalent to a maximum of 60 penalty units | |
| 1. Identify one circumstance when an employee can be stood down by an employer, provided that there is no enterprise agreement or contract of employment that prevents the employer from doing so.     For a satisfactory performance, although the wording may vary, the candidate’s response must be one of the following:   * During industrial action (other than industrial action organised or engaged in by the employer) * In the event of a breakdown of machinery or equipment, if the employer cannot reasonably be held responsible for the breakdown * In the event of a stoppage of work for any cause for which the employer cannot reasonably be held responsible | |
| 1. Identify the consequence that the employer will face if they fail to meet the necessary conditions for standing down an employee.     For a satisfactory performance, although the wording may vary, the candidate’s response must be consistent with the following model answer:  A fine equivalent to a maximum of 60 penalty units | |
| 1. An individual employee contacts their employer to dishonestly request for added benefits on behalf of their colleague. The employee states that the colleague, who is a person using a wheelchair, has been expressing their desire to receive additional hazard pay as they have to travel to work instead of simply being allowed to work from home. In truth, the colleague had no such feelings and was content with his work arrangements. The employer, however, decided to reduce the colleague’s work days to lessen the travel that the colleague had to take. Due to this change, the colleague had to take a pay cut.   Is the employee liable to penalties as specified in the Fair Work Act 2009?  Yes  No  If you answered Yes, specify the penalties that may apply to the employee.    For a satisfactory performance, although the wording may vary, the candidate’s response must be consistent with the model answer below:  Imprisonment for 10 years or A fine equivalent to a maximum of 5,000 penalty units, or both. | |
| 1. An individual employee receives a cash gift from an employer outside of their organisation during a consultation meeting. The cash gift was given out of hospitality and amounts to $840 (equivalent to four penalty units).   Is the employee liable to penalties as specified in the Fair Work Act 2009?  Yes  No  If you answered Yes, specify the penalties that may apply to the employee.    For a satisfactory performance, the candidate’s response must be Yes, with the following penalties specified:  Imprisonment for 2 years or A fine equivalent to a maximum of 500 penalty units, or both. | |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one legal consideration relevant to securing informed consent for each of the given Privacy Principles from the Privacy Act 1988. 3. Explaining how each of these considerations is applied in community services and health organisations. 4. Explaining how each of these considerations impacts individual workers. 5. Providing all consequences of breaching each of these considerations, as specified in the Privacy Act 1988. |
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| *Mapping: CHCLEG001 KE1.10 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.9* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one legal consideration relevant to securing informed consent for each of the given Privacy Principles from the Privacy Act 1988.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Legal considerations that are relevant to securing informed consent * Applies to organisations in the community services and health industry * Consistent with the given Privacy Principle   Model answers are provided below for the assessor’s reference.   1. Explaining how each of these considerations is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with the given Privacy Principle   Model answers are provided below for the assessor’s reference. | |

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| 1. Explaining how each of these considerations impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with the given Privacy Principle   Model answers are provided below for the assessor’s reference.   1. Providing all consequences of breaching each of these considerations, as specified in the Privacy Act 1988.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (e.g. a fine, imprisonment, etc.) of breaching the consideration * Consistent with the Privacy Act 1998   Model answers are provided below for the assessor’s reference. |

|  | **Legal Considerations** | |
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| **APP 3 Collection of solicited personal information** | **APP 6 Use or disclosure of personal information** |
| **Legal Consideration** | An APP entity must not collect sensitive information about an individual unless the individual consents to the collection of the information and:  (i) if the entity is an agency—the information is reasonably necessary for, or directly related to, one or more of the entity’s functions or activities; or  (ii) if the entity is an organisation—the information is reasonably necessary for one or more of the entity’s functions or activities. | If an APP entity holds personal information about an individual that was collected for a particular purpose (the primary purpose), the entity must not use or disclose the information for another purpose (the secondary purpose) unless: the individual has consented to the use or disclosure of the information. |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures in place for obtaining the consent of clients and their carers or families whenever sensitive or personal information must be collected prior to the administration of support services. | Organisations set protocols for handling and using information about the clients. They set protocols on what can and cannot be done with client information. They also provide rules that prohibit disclosing client information to third parties and other entities, unless required to do so by the client and their supervisor. |
| **How this consideration impacts individual workers** | Individual workers are prohibited from collecting information without the consent of the client. They are also required to inform the client whenever information needs to be collected and recorded. They must comply with the client’s wishes if they do not desire to have their information recorded. | Individual workers are prohibited from discussing client information with their colleagues, unless doing so is part of their job tasks. They are prohibited from discussing client information with their friends and other people outside of the organisation to avoid situations that can affect the client’s privacy or wellbeing. |
| **All consequences of breaching this consideration** | An entity contravenes this subsection if (a) the entity does an act, or engages in a practice, that is a serious interference with the privacy of an individual; or (b) the entity repeatedly does an act, or engages in a practice, that is an interference with the privacy of one or more individuals.  Civil penalty: 2,000 penalty units. | An entity contravenes this subsection if (a) the entity does an act, or engages in a practice, that is a serious interference with the privacy of an individual; or (b) the entity repeatedly does an act, or engages in a practice, that is an interference with the privacy of one or more individuals.  Civil penalty: 2,000 penalty units. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to informed consent. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.10 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.9*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to informed consent.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to informed consent * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for informed consent  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for informed consent | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Informed Consent** | |
| **Ethical Consideration** | A client must not be forced to give their consent. |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and protocols in place to ensure that all decisions are made with the informed consent of the clients. This involves checking in with the client and their family or carer, requiring a signature to signify consent and routinely checking the activities of the workers and clients to identify possible abuses. |
| **How this consideration impacts individual workers** | Individual workers are expected to respect their client’s decisions. They are also expected to secure proof of a client’s consent whenever any important decision is to be made regarding the service that the client receives. |
| **One consequence of breaching this consideration** | Forcing a client to give their consent is a violation of human rights and can cause a client to feel unimportant or incapable of making their own decisions. It may also lead to added stress for the client and can cause them to lose faith or trust on the organisation. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one legislation relevant to mandatory reporting that applies to your state/territory. 3. Providing a link to the identified legislation. 4. Identifying one legal consideration relevant to your role as a community service or health worker from the legislation. 5. Providing the name of the section of the legislation that contains the consideration. 6. Explaining how this consideration is applied in community services and health organisations. 7. Explaining how this consideration impacts individual workers. 8. Providing all consequences of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.11 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.10* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one legislation relevant to mandatory reporting that applies to their state/territory.   Responses will vary. For a satisfactory performance, the candidate’s response must:   * A current (in force and not superseded) legislation * Be a legislation that is relevant to mandatory reporting * Apply to workplace practices in the community services and health industry  1. Providing a link to the identified legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be a working link that redirects to a current copy of the legislation identified by the candidate. | |

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| 1. Identifying one legal consideration relevant to their role as a community service or health worker from the legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration that applies to an individual job role in the community services and health industry * Consistent with the legislation on mandatory reporting  1. Providing the name of the section of the legislation that contains the consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be the name of a section in the legislation where the consideration identified by the candidate can be found.   1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with the legislation on mandatory reporting.  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with the legislation on mandatory reporting.  1. Providing all consequences of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (e.g. a fine, imprisonment, etc.) of breaching the consideration identified * Applicable to offending community services and health workers * Consistent with the legislation on mandatory reporting   Model answers are provided below for the assessor’s reference. |

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| **Legal Consideration: Mandatory Reporting** | |
| **Legislation** | Children and Young Persons (Care and Protection) Act 1998 (NSW) |
| **Link** | https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-157 |
| **Legal Consideration** | Reports must be made on suspicion on reasonable grounds, obtained during the course of or from the person's work, that a child is at risk of significant harm because of the presence to a significant extent of circumstances of: neglect, physical abuse, sexual abuse, psychological abuse, risk of harm through exposure to domestic violence, and failure to engage with services after a pre-natal report. |
| **Section** | Section 23 and 27 |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures in place for reporting abuse and neglect of children. Organisations coordinate closely with law enforcement agencies whenever there are concerns or reports that a child under their care is a possible victim of abuse and neglect. |
| **How this consideration impacts individual workers** | Individual workers are responsible for identifying signs of abuse and neglect. Furthermore, they are expected to know how to handle situations where there is possible abuse and neglect. This involves knowing how to perform initial investigation, how to submit a formal report to the authorities, how to record information relevant to the investigation and how to keep the child safe while the investigation is pending. |
| **All consequences of breaching this consideration** | A person who takes, or threatens to take, detrimental action in respect of a person acting in good faith, who makes, or proposes to make, a report for a child or young person at risk of significant harm, will receive a maximum penalty of 50 penalty units or imprisonment for 12 months, or both. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to mandatory reporting. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.11 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.10*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to mandatory reporting.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to mandatory reporting * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisation.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for mandatory reporting  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for mandatory reporting | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Mandatory Reporting** | |
| **Ethical Consideration** | Incidents of abuse or neglect must be reported in a proper and timely manner to protect clients from risks of harm or further abuse. |
| **How this consideration is applied in community services and health organisations** | Organisations have protocols to ensure that mandatory reporting precedes other codes of practice and ethics. This involves emphasising that the primary concern of all staff in situations where there is an identified case of abuse or neglect is to ensure that clients are protected from harm. |
| **How this consideration impacts individual workers** | Individual workers are expected to foster a safe environment for all clients. This involves being familiar with the signs of abuse or neglect and understanding the state legislation and relevant reporting procedures of their state/territory. |
| **One consequence of breaching this consideration** | Failure to report incidents of abuse or neglect in a proper and timely manner can cause the report to become invalid, thus allowing the client to become subject to further abuse and neglect. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one practice standard that applies to the community services and health industry. 3. Providing a link to the identified practice standard. 4. Identifying one ethical consideration based on the practice standard. 5. Providing the name of the section of the practice standard that contains the consideration. 6. Explaining how this consideration is applied in community services and health organisations. 7. Explaining how this consideration impacts individual workers. 8. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.12*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.3*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one practice standard that applies to the community services and health industry.   Responses will vary. For a satisfactory performance, the candidate’s response must:   * Be a practice standard that is currently being used by the industry * Apply to the candidate’s state/territory * Apply to workplace practices in the community services and health industry   Benchmark and model answers for this knowledge assessment question are based on the legislation that is applicable in NSW.   1. Providing a link to the identified practice standard.   Responses will vary. For a satisfactory performance, the candidate’s response must be a working link that redirects to a current copy of the practice standard identified by the candidate.  A model answer is provided below for the assessor’s reference. | |

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| 1. Providing one ethical consideration based on the practice standard.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that applies to an individual job role in the community services and health industry * Consistent with the practice standard identified   A model answer is provided below for the assessor’s reference.   1. Providing the name of the section of the practice standard that contains the consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be the name of a section in the practice standard where the consideration identified by the candidate can be found.  A model answer is provided below for the assessor’s reference.   1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with the practice standard identified by the candidate.   A model answer is provided below for the assessor’s reference.   1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with the practice standard identified by the candidate.   A model answer is provided below for the assessor’s reference.   1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A consequence (e.g. a possible risk or negative effect) of breaching the consideration identified * Applicable to offending community services and health workers * Consistent with the practice standard identified by the candidate   A model answer is provided below for the assessor’s reference. |

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| **Ethical Consideration: Practice Standard** | |
| **Practice Standard** | Care and Protection Practice Standard (NSW) |
| **Link** | https://www.facs.nsw.gov.au/download?file=332244 |
| **Ethical Consideration** | A support worker must aid the child, young person and family to identify, access and engage with appropriate services |
| **Section** | Standard 4: Collaboration |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures in place so that clients can be properly assisted in identifying and communicating with other service providers |
| **How this consideration impacts individual workers** | Support workers are required to comply with requests by clients to be assisted in finding other support service providers that they prefer to access. Support workers are also required to provide support whenever the client communicates with these service providers (e.g. assist in setting up a meeting, translating to Auslan, etc). |
| **One consequence of breaching this consideration** | If the client is not assisted in communicating with other service providers, the client may feel that their desires and preferences are not being considered by the organisation, or that they are being left out of decision-making processes that are relevant to their own care. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to practitioner-client boundaries. 3. Explaining how this consideration is applied in community services and health organisations 4. Explaining how this consideration impacts individual workers 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.13*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.11*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to practitioner-client boundaries.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to practitioner-client boundaries * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for practitioner-client boundaries  1. Explaining how this consideration impacts individual workers   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for practitioner-client boundaries | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Practitioner-Client Boundaries** | |
| **Ethical Consideration** | Workers must ensure that risk to the rights and welfare of clients through any actions or activities that are outside of the scope of their job responsibilities are avoided before they escalate into legal violations. |
| **How this consideration is applied in community services and health organisations** | Organisations enforce a code of conduct that prohibits staff from crossing any practitioner-client boundaries. They also Routinely reassign workers to new clients to ensure that workers and clients do not develop a relationship beyond what is required in the workplace. |
| **How this consideration impacts individual workers** | Individual workers are expected to work within the scope of their job role. They are also encouraged to avoid forming personal relationships with relatives or carers of their clients to avoid having problems with choosing between personal and professional priorities and commitments. |
| **One consequence of breaching this consideration** | Crossing of practitioner-client boundaries can result in possible cases of abuse. There is also a possibility that clients will become comfortable with asking for favours and other services beyond the worker’s job role. Finally, workers who become emotionally invested in their clients may suffer if the client leaves or passes away. |

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| Application  Description automatically generated with low confidence | 1. For each of the following areas of concern in the Privacy Act 1988 provided below: 2. Identify one legal consideration that is relevant to your role as a community services and health worker. 3. Explain how each of these considerations is applied in community services and health organisations 4. Explain how each of these considerations impacts individual workers 5. Provide all consequences of breaching each of these considerations. |
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| *Mapping: CHCLEG001 KE1.14 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.9* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  For each of the following areas of concern in the Privacy Act 1988, the candidate must:   1. Identify one legal consideration that is relevant to their role as a community services and health worker.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Legal considerations that are relevant to the provision of services in the community services and health industry * Consistent with the areas of concern provided below  1. Explain how each of these considerations is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with the legislation provided | |

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| 1. Explain how each of these considerations impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with the legislation provided  1. Provide all consequences of breaching each of these considerations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (e.g. a fine, imprisonment, etc.) of breaching the consideration * Consistent with the legislation provided   Model answers are provided below for the assessor’s reference. |

|  | **Legal Considerations: Privacy Act 1988** | | |
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| **Privacy** | **Confidentiality** | **Disclosure of Information** |
| **Legal Consideration** | At or before the time or, if that is not practicable, as soon as practicable after, an APP entity collects personal information about an individual, the entity must take such steps (if any) as are reasonable in the circumstances:  (a) to notify the individual of such matters referred to in subclause 5.2 as are reasonable in the circumstances; or  (b) to otherwise ensure that the individual is aware of any such matters. | If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information:  (a) from misuse, interference and loss; and;  (b) from unauthorised access, modification or disclosure. | If an organisation holds personal information about an individual, the organisation must not use or disclose the information for the purpose of direct marketing. |
| **How this consideration is applied in community services and health organisations** | Organisations have protocols in place for collecting information regarding their clients. This includes getting informed consent before collecting information and making special adjustments to assist the person and improve communication while information is being collected. | Organisations have protocols for storing information and ensuring that it is inaccessible to unauthorised persons. Such protocols include digital security, confidentialising information, redacting sensitive information and restricting access. | Organisations follow strict rules regarding securing client information. These rules prohibit any member of the organisation from disclosing identifying information to other agencies or entities aside from those allowed by law. |
| **How this consideration impacts individual workers** | Individual workers are expected to understand the concept of informed consent. They are also tasked with providing the client with important information before undertaking any information collection activities. | Individual workers are expected to understand the importance of securing the client’s information. They are tasked with ensuring that all documents containing client information are stored and handled in a method consistent with the practices outlined in the company’s protocols. | Individual workers are prohibited from using client information for personal gain. This includes selling client information or providing sensitive information to marketing agencies and other external service providers for their own benefit. |
| **All consequences of breaching this consideration** | An entity is liable to civil penalties amounting to 2000 penalty units if:  (a) the entity does an act, or engages in a practice, that is a serious interference with the privacy of an individual; or  (b) the entity repeatedly does an act, or engages in a practice, that is an interference with the privacy of one or more individuals. | An entity is liable to civil penalties amounting to 2000 penalty units if:  (a) the entity does an act, or engages in a practice, that is a serious interference with the privacy of an individual; or  (b) the entity repeatedly does an act, or engages in a practice, that is an interference with the privacy of one or more individuals. | An entity is liable to civil penalties amounting to 2000 penalty units if:  (a) the entity does an act, or engages in a practice, that is a serious interference with the privacy of an individual; or  (b) the entity repeatedly does an act, or engages in a practice, that is an interference with the privacy of one or more individuals. |

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| Application  Description automatically generated with low confidence | 1. Complete the table about privacy, confidentiality and disclosure by: 2. Identifying one ethical consideration that is relevant to your role as a community services and health worker. 3. Explaining how each of these considerations is applied in community services and health organisations. 4. Explaining how each of these considerations impacts individual workers. 5. Providing one consequence of breaching each of these considerations. |
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| *Mapping: CHCLEG001 KE1.14*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.9*   **Marking guide**  The candidate must complete the table about privacy, confidentiality and disclosure by:   1. Identifying one ethical consideration that is relevant to their role as a community services and health worker.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A consideration relevant to the aspects of personal security provided below * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how each of these considerations is applied in community services and health organisations   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how each of the considerations identified is applied in the community services and health industry * Consistent with typical policies and procedures for non-discrimination | |

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| 1. Explaining how each of these considerations impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures on the given aspects of personal security  1. Providing one consequence of breaching each of these considerations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. |

|  | **Ethical Considerations** | | |
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| **Privacy** | **Confidentiality** | **Disclosure of Information** |
| **Ethical Consideration** | The client wishes to enjoy privacy with carers, their family or other people must be respected at all times. | When recording information for research purposes, all sensitive and identifying information must be redacted from all relevant forms. | Client information cannot be shared with anyone whom the client has not approved to access their information, regardless of their relationship with the client, except in cases approved by law. |
| **How this consideration is applied in community services and health organisations** | Organisations take steps to ensure that clients are provided with the facilities and resources that they need to enjoy their privacy with their carers, family or other people. | Organisations process physical and online forms and documents to redact or censor all sensitive or identifying information prior to submitting them to researchers and other external bodies. | Organisations ensure that the client is consulted regularly regarding who they wish to provide with access to their information. |
| **How this consideration impacts individual workers** | Workers are discouraged or prohibited from contacting clients outside of their work schedule. They are also provided with instructions to not interrupt clients if they wish to enjoy their privacy. | Workers are prohibited from providing information directly to researchers and other external bodies for research purposes. They are expected to abide by the organisation’s protocol to ensure data security. | Individual workers are expected to keep all client information from being accessed by unauthorised persons. They are expected to distinguish between their responsibility to the client and their responsibility to the client’s relatives, especially in cases involving the disclosure of information. |
| **One consequence of breaching this consideration** | Clients who do not feel that their right to privacy is respected can become frustrated or disrespected b the people around them. This can result to them filing a complaint for a human right violation. | Letting other people access sensitive or identifying information can lead to the client experiencing abuse, discrimination and loss of privacy. It can also lead to the client being the target of criminal activities, such as bank fraud, insurance fraud or identity theft. | Breach of this consideration can expose the client to physical, emotional or financial abuse from their relatives. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying two policy frameworks that are currently being used by organisations within the community services and health industry in your state/territory. 3. Identifying one ethical consideration from each of the provided policy frameworks that is relevant to community services and health workers. 4. Explaining how each of these considerations are applied in community services and health organisations. 5. Explaining how each of these considerations impact individual workers. 6. Providing one consequence of breaching each of these considerations, as specified in each framework identified. |
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| *Mapping: CHCLEG001 KE1.15*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.12*   **Marking guide**  The candidate must complete the table below by:   1. Identifying two policy frameworks that are currently being used by organisations within the community services and health industry in your state/territory.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A policy framework that applies to the candidate’s state or territory * Currently used by various organisations within the community services and health industry  1. Identifying one ethical consideration from each of the provided policy frameworks that is relevant to community services and health workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to community services and health workers * Applies to an individual job role in the community services and health industry * Consistent with the policy framework identified | |

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| 1. Explaining how each of these considerations are applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in an organisational level in the community services and health industry * Consistent with the policy framework identified  1. Explaining how each of these considerations impact individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with the policy framework identified   Model answers are provided below for the assessor’s reference.   1. Providing one consequence of breaching each of these considerations, as specified in each framework identified.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. The model answers are based on policy frameworks that are applicable in NSW. |

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| **Ethical Consideration: Policy Frameworks** | | |
| **Policy Framework** | Community Services Quality Governance Framework (NSW) | Australian Safety and Quality Framework for Health Care |
| **Ethical Consideration** | Systems should be in place to ensure that the planning, allocation and management of the workforce provides the appropriate personnel and skills to deliver high-quality services and meet changing client needs | Policy makers must require the collection of information about the experiences of patients and carers. The emphasis of this data collection should be on the actual experiences of patients within healthcare services, rather than ratings of satisfaction. |
| **How this consideration is applied in community services and health organisations** | Organisations create and enforce policies that allow workers to be paired with clients that will benefit from their skills and expertise. They use data regarding the client’s needs to match them with workers who have the qualifications and competency to best address these needs. | Organisations have protocols for asking feedback and collecting important information about the experiences of clients and their carers. This information is used to make important decisions to make improvements on workplace practices and organisational policies. |
| **How this consideration impacts individual workers** | Individual workers are expected to provide accurate information regarding their past experiences, qualifications and skills to ensure that they can be paired with clients whose needs they are capable of addressing. | Individual workers are expected to assist in the collection of factual and honest feedback and other relevant information from clients and their carers. They are expected to know how to collect and record feedback. |
| **One consequence of breaching this consideration** | If a system is not in place to manage the workforce properly, clients may be provided with inconsistent levels of care and may become frustrated. They may also start comparing the treatment they receive from their support workers. | If feedback and other relevant information are not collected, the organisation runs the risk of creating policies that do not address the needs of their clients, causing them to be alienated and frustrated with the service. |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about legal considerations relevant to records management. |
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| *Mapping: CHCLEG001 KE1.16 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.13* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must answer the following questions about legal considerations relevant to records management.  Additional marking guides and model answers are provided below for the assessor’s reference. | |
| 1. Identify the title of the international standard for records management.     The candidate must identify the title of the international standard for records management.  For a satisfactory performance, the candidate’s response must be consistent with the following model answer:  ISO 15489-1 – Information and documentation — Records management | |
| 1. Identify one legal consideration relevant to determining how long to retain records based on the international standard for records management.     The candidate must identify one legal consideration relevant to determining how long to retain records based on the international standard for records management.  Responses will vary. For a satisfactory performance, the candidate’s response must be a consideration based on Section 9.2 – Determining how long to retain records of [ISO 15489-1](http://library.nic.in/iso-record_management/15489-1.pdf).  A model answer is provided below for the assessor’s reference:  Records retention should be managed to meet the current and future needs of internal and external stakeholders by identifying the enforceable or legitimate interests that stakeholders may have in preserving the records for longer than they are required by the organization itself. Stakeholders may include business partners, clients and other people affected by the organization's decisions or actions, and others to whom the organization should make its records available to meet accountability requirements, such as auditors, regulatory authorities and investigative bodies, archives authorities or researchers. | |
| 1. Identify how the legal consideration identified is applied in community services and health organisations.     The candidate must identify how the legal consideration identified is applied in community services and health organisations.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Relevant to the consideration identified * An explanation of how the consideration is applied in typical organisations and workplaces in the community services and health industry   A model answer is provided below for the assessor’s reference:  Organisations enforce rules and procedures for archiving records. This involves storing records for an indeterminate length of time, in such a way that they are only accessible to a few persons within the organisation. | |
| 1. Identify how the legal consideration impacts individual workers.     The candidate must identify how the legal consideration impacts individual workers.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Relevant to the consideration identified * An explanation of how the consideration affects individual workers in the community services and health industry   A model answer is provided below for the assessor’s reference:  Individual workers are required to follow specific policies and procedures before disposing or destroying any records. Individual workers are also required to inform clients whenever their information will be stored for research, audit or other special purposes. | |
| 1. Identify all the consequences of breaching the legal consideration identified.     The candidate must identify all the consequences of breaching the legal consideration identified.  For a satisfactory performance, although the wording may vary, the candidate’s response must be:   * Relevant to the consideration identified * A consequence (a possible risk or negative effect) that may result from non-compliance or breach of the legal consideration identified.   A model answer is provided below for the assessor’s reference:  The organisation may be held liable for not complying with audit regulations. The organisation may also be questioned by authoritative bodies in the community services and health industry regarding the lack of archived data and information that are necessary to create reports and study trends for audit and research purposes. | |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to records management. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.16 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.13*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to records management.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to records management * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for records management  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for records management | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Records Management** | |
| **Ethical Consideration** | Only information needed for operations must be recorded and stored. |
| **How this consideration is applied in community services and health organisations** | Organisations use their own templates to ensure that support workers only collect important information from the clients. |
| **How this consideration impacts individual workers** | Individual workers are expected to use their organisation’s templates and forms whenever they collect information from their clients. They are also expected to not take note of other information that are beyond what is required by their job task. |
| **One consequence of breaching this consideration** | Breaches of this consideration can cause mishandling of sensitive information and can result to the client losing their privacy. This can result to the clients losing their trust in the organisation. |

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| Application  Description automatically generated with low confidence | 1. Identify one responsibility and one limitation for each support services employee level provided below, as indicated in the Health Professionals and Support Services Award 2020. |
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| *Mapping: CHCLEG001 KE1.20 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.17* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.17*   **Marking guide**  The candidate must identify one responsibility and one limitation for each support services employee level provided below, as indicated in the Health Professionals and Support Services Award 2020.  **Responsibilities of Support Services Employees**  For a satisfactory performance, the candidate’s response must:   * descriptions of common responsibilities of support services workers * match the given support level * be consistent with the information provided in the Health Professionals and Support Services Award 2020.   Model answers are provided below for the assessor’s reference.  **Limitations of Support Services Employees**  For a satisfactory performance, the candidate’s response must:   * descriptions of common limitations that apply to support services workers * match the given support level * be consistent with the information provided in the Health Professionals and Support Services Award 2020.   Model answers are provided below for the assessor’s reference. | |

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|  | **Responsibilities of Support Services Employees** | **Limitations of Support Services Employees** |
| **Employee Level 1** | The employee is responsible for working within established routines, methods and procedures. | The employee must work under direct or routine supervision, either individually or in a team. |
| **Employee Level 2** | The employee is responsible for performing work with a limited level of accountability or discretion. | The employee must work under limited supervision, either individually or in a team |
| **Employee Level 4** | The employee is responsible for prioritising work within established policies, guidelines and procedures. | The employee must possess good communication, interpersonal and/or arithmetic skills. |
| **Employee Level 6** | The employee is responsible for performing work with a substantial level of accountability and responsibility. | The employee must possess administrative skills and problem-solving abilities. |

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| Application  Description automatically generated with low confidence | 1. Identify one responsibility and one limitation for each social and community services employee level provided below, as indicated in the Social, Community, Home Care and Disability Services Industry Award 2010. |
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| *Mapping: CHCLEG001 KE1.20 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.17* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.17*   **Marking guide**  The candidate must identify one responsibility and one limitation for each social and community services employee level provided below, as indicated in the Social, Community, Home Care and Disability Services Industry Award 2010.  **Responsibilities of Social and Community Services Employees**  For a satisfactory performance, the candidate’s response must:   * descriptions of common responsibilities of social and community services workers * match the given support level * be consistent with the information provided in the Social, Community, Home Care and Disability Services Industry Award 2010.   Model answers are provided below for the assessor’s reference.  **Limitations of Social and Community Services Employees**  For a satisfactory performance, the candidate’s response must:   * descriptions of common limitations that apply to social and community services workers * match the given support level * be consistent with the information provided in the Social, Community, Home Care and Disability Services Industry Award 2010.   Model answers are provided below for the assessor’s reference. | |

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|  | **Responsibilities of Social and Community Services Employees** | **Limitations of Social and Community Services Employees** |
| **Employee Level 1** | The employee is responsible for providing routine information including general reception and telephonist duties | The employee must work under direct supervision and monitoring. |
| **Employee Level 2** | The employee is responsible for providing secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work. | The employee must work under work under regular supervision except where this level of supervision is not required by the nature of responsibilities being undertaken. |
| **Employee Level 4** | The employee is responsible for contributing to interpretation and administration of areas of work for which there are no clearly established procedures. | The employee must work under a general direction. |
| **Employee Level 6** | The employee is responsible for negotiating on matters of significance within the organisation with other bodies and/or members of the public | The employee must exercise a degree of autonomy and sound judgment in selecting methods and techniques. |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions about work-role boundaries. |
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| *Mapping: CHCLEG001 KE1.20 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.17* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.17*   **Marking guide**  The candidate must answer the following questions about work-role boundaries.  Additional marking guides are provided below for the assessor’s reference. | |
| 1. Identify three practices that can allow employees to maintain a clear boundary between themselves and their clients.     The candidate must identify three practices that can allow employees to maintain a clear boundary between themselves and their clients.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Either of the following:   + limitations that an employee can set on what a client can ask from them   + restrictions that prohibit the employee from going beyond their duty and responsibility * Practices that are commonly performed by community services and health workers * Practices that are not in conflict with any duty or responsibility of community services and health workers.   Model answers are provided below for the assessor’s reference:   * 1. Refuse to provide services that are beyond what is specified in the job description.   2. Do not discuss personal or sensitive information (about the employee themselves or other people within the organisation) with the client.   3. Refuse to accept items and other favours for clients in exchange for services. | |
| 1. Provide one possible consequence that can result from an employee not maintaining a clear boundary between themselves and their client.     The candidate must provide one possible consequence that can result from an employee not maintaining a clear boundary between themselves and their client.  Responses will vary. For a satisfactory performance, the candidate’s response must be a possible consequence resulting from an employee not maintaining a clear boundary between themselves and their client, such as in cases where:   * The employee develops an intimate relationship with the client or their family * The employee provides services beyond what is specified in their job description * The employee accepts or requests for additional compensation or favours from the client * The employee discloses personal, sensitive or unnecessary information to the client   Model answers are provided below for the assessor’s reference (only one is required):   * The client may exhibit inappropriate behaviour and make excessive or difficult demands * The employee may run into awkward situations with the clients and their family or loved ones * The employee may experience emotional pain when the client leaves or passes away * The employee may be subject to legal actions or investigations for possible abuse of older people * The client may refuse to be assigned a different worker, making it difficult for the employer or organisation to accommodate the employee in cases where the employee needs to take vacation or emergency leaves. | |
| 1. Identify three practices that can allow employees to maintain a clear boundary between themselves and other workers within the organisation.     The candidate must identify three practices that can allow employees to maintain a clear boundary between themselves and other workers within the organisation.  For a satisfactory performance, the candidate’s response must be:   * Either of the following:   + limitations that an employee can set on what a colleague or another worker within the organisation can ask or request from them   + restrictions that prohibit the employee from going beyond their duty and responsibility * Practices that are commonly performed by community services and health workers * Practices that are not in conflict with any duty or responsibility of community services and health workers.   Model answers are provided below for the assessor’s reference:   1. Do not disclose information about your client to other people in the organisation who are not involved in the services being provided to the client. 2. Refuse to lie or perform any dishonest actions to cover for a colleague or worker in the organisation. 3. Set clear expectations with supervisors regarding what forms of assistance or guidance are needed and what objectives or goals are expected to be met. | |
| 1. Provide one possible consequence that can result from an employee crossing boundaries between themselves and other workers in the organisation.     The candidate must provide one possible consequence that can result from an employee crossing boundaries between themselves and other workers in the organisation.  Responses will vary. For a satisfactory performance, the candidate’s response must be a possible consequence resulting from an employee not maintaining a clear boundary between themselves and their client, such as in cases where:   * The employee uses their own funds to procure materials or other items needed by their co-worker * The employee provides services such as free transportation or housing to other workers in the organisation * The employee accepts to perform part of the duties of a co-worker without any approval or confirmation from a manager or supervisor * The employee discloses personal, sensitive or unnecessary information regarding themselves or their clients to their co-worker   Model answers are provided below for the assessor’s reference (only one is required):   * The employee can become stressed or fatigued * The employee can become a victim of abuse * The employee can put colleagues into difficult personal situations with their family or loved ones * The employee and other people involved may become subject to disciplinary or ethical hearings and investigations * The employer may have to make time-consuming and financially impactful adjustments to work arrangements to rectify issues caused by the boundary-crossing. | |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Providing the Work Health and Safety legislation that applies to your state or territory. 3. Providing a link to the identified legislation. 4. Identifying one legal consideration relevant to your role as a community service or health worker based on the legislation. 5. Providing the name of the section of the legislation that contains the consideration. 6. Explaining how this consideration is applied in community services and health organisations 7. Explaining how this consideration impacts individual workers 8. Providing all consequences of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.21 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.18* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the table below by:   1. Providing the Work Health and Safety legislation that applies to their state or territory.   Their responses will vary depending on the state/territory they selected in the preliminary task, e.g. if they ticked NSW, their response must be based on the WHS legislation enforced in NSW. For a satisfactory performance, their responses must be consistent with their state/territory’s WHS legislation.  For the assessor to determine whether the responses are consistent with the candidate’s state/territory WHS legislation, the assessor must check the respective legislation. | |

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| As of writing, these links lead to the most current WHS legislations for each state/territory. Assessor must check the most current version of the WHS legislation implemented in the candidate’s state/territory.   |  |  | | --- | --- | | **State/territory** | **Legislation** | | Commonwealth | [*Work Health and Safety Act 2011*](https://www.legislation.gov.au/Series/C2011A00137) | | Australian Capital Territory | [*Work Health and Safety Act 2011*](https://www.legislation.act.gov.au/a/2011-35/default.asp) | | New South Wales | [*Work Health and Safety Act 2011*](https://www.legislation.nsw.gov.au/#/view/act/2011/10/full) | | Northern Territory | [*Work Health and Safety (National Uniform Legislation) Act 2011*](https://legislation.nt.gov.au/Legislation/WORK-HEALTH-AND-SAFETY-NATIONAL-UNIFORM-LEGISLATION-ACT-2011) | | Queensland | [*Work Health and Safety Act 2011*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018) | | South Australia | [*Work Health and Safety Act 2012*](https://www.legislation.sa.gov.au/lz?path=%2FC%2FA%2FWORK%20HEALTH%20AND%20SAFETY%20ACT%202012) | | Tasmania | [*Work Health and Safety Act 2012*](https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2012-001) | | Victoria | [*Occupational Health and Safety Act 2004*](https://www.legislation.vic.gov.au/in-force/acts/occupational-health-and-safety-act-2004/036) | | Western Australia | [*Work Health and Safety Act 2020*](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147282.html) |   Additional marking guide and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses. Benchmark and model answers for this knowledge assessment question are based on the WHS legislation applicable in NSW.   1. Providing a link to the identified legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be a working link that redirects to a current copy of the legislation identified by the candidate.   1. Identifying one legal consideration relevant to their role as a community service or health worker based on the legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legal consideration that applies to an individual job role in the community services and health industry * Consistent with their state/territory’s Work Health and Safety legislation  1. Providing the name of the section of the legislation that contains the consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be the name of a section in the legislation where the consideration identified by the candidate can be found. |
| 1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with their state/territory’s legislation for working with children  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with their state/territory’s legislation for working with children  1. Providing all consequences of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * The consequence (e.g. a fine, imprisonment, etc.) of breaching the consideration identified * Applicable to offending community services and health workers * Consistent with their state/territory’s legislation for working with children   Model answers are provided below for the assessor’s reference. The model answers are based on the Work Health and Safety legislation that is applicable in NSW. |

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| **Legal Consideration Work Health and Safety** | |
| **Legislation** | Work Health and Safety Act 2011 (NSW) |
| **Link** | https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-2011-010 |
| **Legal Consideration** | A person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred. |
| **Section** | Part 3 Section 38 Duty to notify of notifiable incidents |
| **How this consideration is applied in community services and health organisations** | Organisations have protocols in place for reporting incidents involving harm or injury to one or more workers. These protocols include the agency or authority that must be notified and when the notification must be sent. |
| **How this consideration impacts individual workers** | Individual workers are expected to follow the organisation’s protocol for reporting incidents to the proper authorities. They are also expected to notify their supervisor of any incidents as soon as they become aware of the incident to assist the organisation in responding appropriately and in a timely manner. |
| **All consequences of breaching this consideration** | The maximum penalty in the case of an individual is 115 penalty units. The maximum penalty in the case of a body corporate is 575 penalty units. |

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| Application  Description automatically generated with low confidence | 1. Complete the table below by: 2. Identifying one ethical consideration relevant to work health and safety. 3. Explaining how this consideration is applied in community services and health organisations. 4. Explaining how this consideration impacts individual workers. 5. Providing one consequence of breaching this consideration. |
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| *Mapping: CHCLEG001 KE1.21 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.18*   **Marking guide**  The candidate must complete the table below by:   1. Identifying one ethical consideration relevant to work health and safety.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An ethical consideration that is relevant to work health and safety * Applies to an individual job role in the community services and health industry * Consistent with typical ethical principles or values upheld in the community services and health industry  1. Explaining how this consideration is applied in community services and health organisations.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration identified is applied in the community services and health industry * Consistent with typical policies and procedures for work health and safety  1. Explaining how this consideration impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * An explanation of how the consideration affects the role and responsibility of a community services and health worker * Consistent with relevant legislation or procedures for work health and safety | |

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| 1. Providing one consequence of breaching this consideration.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A consequence (i.e. a negative effect) of breaching the consideration identified * Relevant to the typical experiences of community services and health workers   Model answers are provided below for the assessor’s reference. | | |
| **Ethical Consideration: Work Health and Safety** | |
| **Ethical Consideration** | There must be a proactive approach in identifying risks and hazards in the workplace |
| **How this consideration is applied in community services and health organisations** | Organisations have policies and procedures for identifying and reporting risks and hazards. They require workers to notify the company of these risks and hazards to prevent any injuries or harm to other workers and clients. |
| **How this consideration impacts individual workers** | Individual workers are expected to report risks and hazards immediately to their supervisor to prevent any injuries or harm. They are also expected to know how to identify risks and hazards in the workplace. |
| **One consequence of breaching this consideration** | Not having a proactive approach to identifying risks and hazards can result to an abundance of injuries, harm and unnecessary health concerns for workers and clients alike. |

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| Application  Description automatically generated with low confidence | 1. Compare and contrast legal frameworks and ethical frameworks by identifying: 2. One similarity between them 3. One difference between them |
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| *Mapping: CHCLEG001 KE2.0 (p)*  *Learner guide reference: CHCLEG001 Learner Guide, Introduction*  **Marking guide**  The candidate must compare and contrast legal frameworks and ethical frameworks by identifying:   1. One similarity between them 2. One difference between them   Additional marking guides and model answers are provided below for the assessor’s reference. | |
| 1. Similarity between legal and ethical frameworks.     For a satisfactory performance, the candidate’s response must be one of the following:   * They both create order in the society * They both prevent wrongful actions * They are both created with an aim to have a better society * They both regulate behaviours of people * They both establish guiding principles for industries and workplaces * They both establish moral boundaries in the society * They both mediate relationships among people   Other responses are still acceptable, provided that they are similarities between legal and ethical frameworks that are relevant to the decision-making, administrative or procedural processes of organisations in the community services and health industry. | |
| 1. Difference between legal and ethical frameworks     For a satisfactory performance, the candidate’s response must be one of the following:   * Legal Frameworks consist of sets of rules and regulations, while ethical frameworks consist of moral principles. * Legal frameworks are objective, while ethical frameworks are subjective. * Legal frameworks have provisions for punishments and penalties for breaching legal considerations, while ethical frameworks have implied consequences for wrongful actions. * Legal frameworks are enforced by regulatory bodies and agencies while ethical frameworks are expected to be observed by workers under an ethical authority or body.   Other responses are still acceptable, provided that they are differences between legal and ethical frameworks that are relevant to the decision-making, administrative or procedural processes of organisations in the community services and health industry. | |

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| Application  Description automatically generated with low confidence | 1. Explain how legal frameworks and ethical frameworks are interrelated. |
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| *Mapping: CHCLEG001 KE2.0 (p)*  *Learner guide reference: CHCLEG001 Learner Guide, Introduction*  **Marking guide**  The candidate must explain how legal frameworks and ethical frameworks are interrelated.  Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how elements that make up legal and ethical frameworks work in conjunction with one another to ensure that certain actions, processes, policies and procedures are in the best interest of all parties concerned (i.e. legally and ethically correct).  A model answer is provided below for the assessor’s reference. | |
| Any action to be implemented in relation to the individual support worker’s duty of care may undergo an ethical dilemma. There are actions which are ethical but may be a breach of the legislation, while there are legal actions which may be seen as unethical depending on the individual’s personal values and principles. For example, a client may refuse treatment for their illness. Even if the individual support worker thinks that the client needs that treatment, it will be illegal to provide that, as it is against the client’s decision. Having both legal and ethical frameworks ensures that both the legal and ethical perspectives of all parties involved are considered and weighed before a support worker or service provider takes any significant action. | |

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| Application  Description automatically generated with low confidence | 1. List two examples of legal issues that commonly arise in a support setting. |
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| *Mapping: CHCLEG001 KE3.1*  *Learner guide reference: CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.2*  **Marking guide**  The candidate must list two examples of legal issues that commonly arise in a support setting.  For a satisfactory performance, although the wording may slightly vary, the candidate’s response must include two of the following:   * Abuse and neglect within the nursing home/residential care facility. * Discrimination and harassment of clients. * Negligence of duty of care. * Breach of privacy and confidentiality in relation to client’s medical and care records. * Non-compliance with legislative requirements such codes of practice, codes of standards, etc. * Inadequate access by residents to medical and care records. * Health-related legal issues. * Medication misuse. * Vulnerability of older people to consumer fraud   Other responses are still acceptable, provided that they are typical legal issues that can arise in a support setting within the community services and health industry. | |
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| Application  Description automatically generated with low confidence | 1. List two examples of ethical issues that commonly arise in a support setting. |
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| *Mapping: CHCLEG001 KE4.1*  *Learner guide reference: CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.4, Section 2.4.1*  **Marking guide**  The candidate must list two examples of ethical issues that commonly arise in a support setting.  For a satisfactory performance, although the wording may slightly vary, the candidate’s response must include two of the following:   * Absence of clear directives from the family that forces the support facilities to make decisions, especially relevant to hospitalisation, intrusive/invasive intervention, etc. * Ethical issues relevant to pain management. * Withholding or withdrawing treatment. * Palliative sedation. * Conflict of interest. * Support for client/family to make informed decisions, consent etc. * Not informed of rights, e.g. making a complaint or following through with it. * Not being treated as an individual and supported to meet individualised needs.   Other responses are still acceptable, provided that they are typical ethical issues that can arise in a support setting within the community services and health industry. | |
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| Application  Description automatically generated with low confidence | 1. Provide the steps that need to be taken when developing workplace policies, procedures and protocols. |
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| *Mapping: CHCLEG001 KE5.1*  *Learner guide reference: CHCLEG001 Learner Guide, Chapter 3, Subchapter 3.3*  **Marking guide**  The candidate must provide the steps that need to be taken when developing workplace policies, procedures and protocols.  For a satisfactory performance, the candidate’s response must be consistent with the model answers provided below. Other responses are acceptable as long as they describe steps that need to be taken when developing workplace policies, procedures and protocols. | |
| 1. Define the scope of the policy, procedures or protocol 2. Research, plan and design policy, procedures or protocol 3. Identify and consult relevant stakeholders 4. Draft the policy, procedures or protocol 5. Review and revise the policy, procedures or protocol 6. Implement the policy, procedures or protocol   *Modify answer fields as necessary* | |

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| Application  Description automatically generated with low confidence | 1. Answer the following questions regarding processes for reviewing workplace policies, procedures and protocols. |
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| *Mapping: CHCLEG001 KE5.2*  *Learner guide reference: CHCLEG001 Learner Guide, Chapter 3, Subchapter 3.3*  **Marking guide**  The candidate must answer the following questions regarding processes for reviewing workplace policies, procedures and protocols.  Additional marking guides and model answers are provided below for the assessor’s reference. | |
| 1. Identify two situations when policies, procedures and protocols should be reviewed.   The candidate must identify two situations when policies, procedures and protocols should be reviewed.  For a satisfactory performance, the candidate’s response must be two of the following:   * There is an ongoing need to review the policy, procedures or protocol as specified in its stated purpose and goals, or to ensure that it remains consistent in relation to the organisation’s overall strategic plan. * There is a need to review the compliance of workers and involved personnel in terms of the way that the policy, procedures or protocol is being followed. * There is a potential need to change the policy, procedures or protocol to improve its effectiveness or to clarify relevant documentation. * There is a potential need to change the policy, procedures or protocol to ensure it is up to date and aligns with best practice in industry and/or higher education. * There is a need to review the policy, procedures or protocol as part of the organisation’s compliance with legislative requirements. * There is a need to change the implementation process of a policy, procedures or protocol, for instance, when additional communication or staff training activities could be required. | |
| 1. Provide one question relevant to each process of a formal review of policies, procedures or protocols, using a structure-process-output perspective.   Structure:  Process:  Output:  The candidate must provide one question relevant to each process of a formal review of policies, procedures or protocols, using a structure-process-output perspective.  For a satisfactory performance, although the wording may slightly vary, the candidate’s responses must be one question from each of the following processes:   * Structure:   + Are all staff aware of the policy, procedures or protocol?   + How do you ensure staff awareness?   + Is the policy, procedures or protocol in a location that is easily accessed by the staff?   + Is there availability of appropriate equipment to meet the needs of the policy, procedures or protocol?   + Are all relevant staff available to meet the needs of the policy, procedures or protocol?   + Are there logbooks/database/computer/check sheets for the collection of data?   + Are all staff trained in meeting the requirements of the policy, procedures or protocol?   + How are training needs identified?   + Is the work environment appropriate?   + Does the policy, procedures or protocol involve all relevant staff – or are there staff outside the policy, procedures or protocol involved in the process?   + What standards are used to inform the processes described/recommendations made? * Process:   + Is the policy, procedures or protocol still in line with current evidence based best practice?   + Would the policy, procedures or protocol pass the ‘Test of Peers?’   + Are all staff doing as policy, procedures or protocol states? How do you know?   + Is responsibility clear for all parts of the process as indicated in the policy, procedures or protocol?   + What data are you collecting to ensure all staff are compliant with the described processes?   + What are your processes if you determine non-conformance of staff with the policy, procedures or protocol?   + What data are you collecting to demonstrate ongoing compliance to the policy, procedures or protocol? * Outcome   + What data are you collecting to demonstrate ongoing achievement of the desired outcomes?   + Are there standards being adhered to? Are these referenced?   + Is the policy, procedures or protocol in line with evidence based best practice? Is this evidence referenced?   + Do you know if this policy, procedures or protocol is meeting the needs of the patient/customer?   + How do you measure customer satisfaction?   + How do you know if changes/improvements to the policy, procedures or protocol are being implanted?   + Are desired results being achieved for (A) the staff, and (B) the clients?   + Are there clear outcomes identified in the policy, procedures or protocol?   + What is being done with the results of the measurement of the performance indicators? | |
| 1. Identify two people who must be consulted whenever policies, procedures and protocols are being reviewed.   The candidate must identify two people who must be consulted whenever policies, procedures and protocols are being reviewed.  For a satisfactory performance, the candidate’s response must be two of the following:   * Clients * Clients’ carers or families * Support workers who were involved in the implementation of the policies, procedures and protocols * Authorities in the community services and health industry * Workplace Health and Safety Experts * Medical experts, including healthcare practitioners overseeing the health of the clients * Personnel tasked with analysing and processing relevant data   Other responses are still acceptable, provided that they are persons who have firsthand or relevant experiences regarding the implementation of policies, procedures and protocols. | |
| 1. Identify two mechanisms for input that stakeholders can use to provide their input regarding improvements that must be made to existing policies, procedures and protocols.   The candidate must identify two mechanisms for input that stakeholders can use to provide their input regarding improvements that must be made to existing policies, procedures and protocols.  For a satisfactory performance, the candidate’s response must be two of the following:   * Surveys * Meetings * Self-assessment tools   Other responses are still acceptable, provided that they are mechanisms for input typically used by organisations in the community services and health industry that can provide relevant information that can be used towards reviewing and improving policies, procedures and protocols. | |

# Practical Assessment

## Assessor Instructions

The Practical Assessment is a set of tasks that must be completed in a workplace or in an environment with conditions similar to that of a real workplace.

This assessment will help the candidate demonstrate skill requirements relevant to meeting legal and ethical responsibilities in the workplace.

The Practical Assessment includes the following:

1. **Case Studies**

Detailed scenarios and simulated environments, providing all necessary information required to complete relevant tasks and activities.

1. **Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Workplace Assessment**

A set of tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. These tasks and activities require you to have access to a workplace or a similar environment.

## Candidate Instructions

The Practical Assessment is a set of tasks that must be completed in a workplace or in an environment with conditions similar to that of a real workplace.

This assessment will help you demonstrate skill requirements relevant to meeting legal and ethical responsibilities in the workplace.

The Practical Assessment includes the following:

1. **Case Studies**

Detailed scenarios and simulated environments, providing all necessary information required to complete relevant tasks and activities.

1. **Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Workplace Assessment**

A set of tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. These tasks and activities require you to have access to a workplace or a similar environment.

## Details About Your Workplace

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| This practical assessment requires you to complete assessment tasks within a simulated workplace and a real workplace.  Furthermore, this practical assessment includes assessments that will require you to refer to regulatory requirements that apply in your state/territory, industry, and workplace/work role.  Before starting the practical assessment, record the following in the spaces provided below:   1. Your work role/title 2. Scope of your role 3. Organisation/workplace 4. Worksite/area 5. A brief description of your work environment 6. Industry/sector 7. State/territory (where your workplace is based)   When completing the tasks in the Practical Assessment, ensure that your responses align with the relevant state/territory, industry, and workplace/work role requirements you have specified below. |

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| *This task has no mapping. This is a preliminary step for the candidate to complete in connection to the tasks in this practical assessment.*  **Marking guide**  This practical assessment requires the candidate to complete assessment tasks within a real workplace or a simulated environment that reflects workplace conditions.  Furthermore, this practical assessment includes assessments that will require them to refer to regulatory requirements that apply in their state/territory, industry, and workplace/work role.  Before starting the practical assessment, the candidate must record the following in the spaces provided below:   1. Their work role/title 2. Scope of their role 3. Organisation/workplace 4. Worksite/area 5. A brief description of their work environment | |
| 1. Industry/sector 2. State/territory (where their workplace is based)   When completing the tasks in the Practical Assessment, the candidate’s responses must align with the relevant state/territory, industry, and workplace/work role requirements specified below.  Sample answers are provided below for the assessor’s reference. | |
| Your work role/title | The candidate’s work role/title, e.g. individual support worker, community worker, educator, etc. |
| Scope of your role | The scope of the candidate’s role, e.g. provide support to aged care clients in their activities of daily living (ADLs); follow client’s individualised support plan. |
| Organisation/workplace | The candidate’s organisation/workplace, e.g. Lotus Compassionate Care, Sparkling Stars Early Years Learning Centre. |
| Worksite/area | The candidate’s worksite/area, e.g. residential care facility/client’s home, school, early years learning centre. |
| Industry/sector | The candidate’s industry or sector, e.g. individual support or direct client care. |
| State/territory (where your workplace is based) | The state/territory where the candidate’s workplace is located, e.g. NSW. |

## Your State/Territory

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| Some tasks in this Practical Assessment require you to refer to legislations and regulations applicable to the state/territory where your organisation is based or located.  For your assessor’s reference, indicate below which state/territory your organisation is based on or located by ticking the box that corresponds to your answer.  When completing these tasks, refer to the legislations and regulations applicable to the state/territory you ticked below. | | | |
|  | | | |
| *This task has no mapping. This is a preliminary step for the candidate to complete in connection to the tasks in this practical assessment.*  **Marking guide**  The candidate must indicate below the state/territory where their organisation is based or located by ticking the box () that corresponds to their response (as shown below).  The tasks in this practical assessment require the candidate to refer to legislations and regulations of the state/territory they ticked below.  When assessing the candidate’s responses to the tasks in this practical assessment, the assessor must review the candidate’s responses against the legislations and regulations of the state/territory they ticked below.  For satisfactory performance in these questions, the candidate’s responses must match the legislations and regulations from the state/territory they ticked below.  Specific marking guide, benchmark answers, and model answers to practical assessment tasks are provided in each question. | | | |
| The state/territory where your organisation is based or located. | | | |
|  | Australian Capital Territory |  | South Australia |
|  | New South Wales |  | Tasmania |
|  | Northern Territory |  | Victoria |
|  | Queensland |  | Western Australia |

# Case Studies

## Overview

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| **The goal of these case studies is to assess your practical knowledge and skills in:**   * Identifying ways to respond to legal and ethical issues in the context of the work role * Recognising unethical conduct and reporting to an appropriate person * Developing appropriate responses to ethical issues relevant to your work role   **This assessment is divided into six tasks:**  Case Study 1 – Cindy Smith   1. Task 1.1 – Legal and Ethical Considerations 2. Task 1.2 – Responding to the Situation   Case Study 2 – Joshua Black   1. Task 2.1 – Legal and Ethical Considerations 2. Task 2.2 – Responding to the Situation   Case Study 3 – Morgan Wright   1. Task 3.1 – Documenting Instance of Unethical Conduct 2. Task 3.2 – Reporting Instance of Unethical Conduct   Each task comes with a set of instructions. You must follow and perform these instructions while being observed by the assessor. |
| **You are required to:**   * Complete the tasks within the time allowed, as scheduled in-class roll. * Review legal and ethical requirements that apply to your job role. * Review the scenarios provided in this case study. * Review each question and provide the responses asked for. Record your responses in the spaces provided.   **Resources required for assessment:**  To complete this assessment, you will need access to the following:   * Access to Lotus Compassionate Care policies, procedures and protocols for your reference. * Access to current legislation, regulations and codes of practice that apply to your work role. |

## Lotus Compassionate Care

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| **SCENARIO**  Two people looking at a paper  Description automatically generated with low confidence A few people having a discussion  Description automatically generated with low confidence A picture containing person, person, child, posing  Description automatically generated  You are working as a support worker at Lotus Compassionate Care. 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.  Read more about Lotus Compassionate Care below:  [Lotus Compassionate Care](https://compliantlearningresources.com.au/network/lotus-v2/)  *(Username: newusername Password: newpassword)*  As a support worker, you are required to:   * Follow appropriate support practices for people with different conditions. * Foster human rights. This involves:   + Ensuring people’s rights and needs are upheld.   + Responding to and reporting breaches of human rights.   + Being able to recognise signs of abuse and neglect and reporting them in accordance with organisational policies and procedures.   This case study includes scenarios about breaches of legal and ethical requirements and responsibilities that you may encounter while working in the individual support environment.  Review each scenario and respond to each scenario appropriately by completing the tasks that follow.  To assist you in completing the tasks in this assessment, access and review the [Lotus Compassionate Care Policies and Procedures.](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/)  **For this assessment, this case study scenario is based on your state/territory.** |

## Case Study 1 – Cindy Smith

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| **SCENARIO**  Elderly woman disappointedCindy Smith is a new elderly resident of Lotus Compassionate Care. While you were preparing her breakfast, she shared with you how she was ‘put away’ in the centre. A couple of months ago she had spent some time in the hospital due to a major surgery. During this time, her son offered to help manage her finances. She said that she thought it seemed like a good idea at the time, so she signed an Enduring Power of Attorney, not fully knowing the extent of the power she handed over to her son.  When she went home about two months later, she checked her bank statements and found that her bank balance dropped by $25,000. Another month later, she found that the house was being sold, and she was being asked to choose a home. |

### Task 1.1 – Legal and Ethical Considerations

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| Application  Description automatically generated with low confidence | List one legal consideration and one ethical consideration that you must address when responding to the given situation. |
|  | |
| *Mapping: CHCLEG001 KE3.2 (p), KE4.2 (p)*  **Marking guide**  The candidate must list one legal consideration and one ethical consideration that they must address when responding to the given situation.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   1. One legal consideration consistent with a legislation relevant to any of the following:    * Mandatory reporting    * Privacy, confidentiality, and disclosure    * Human rights    * Work role boundaries 2. One ethical consideration relevant to any of the following:    * Mandatory reporting    * Follow organisation policy and procedures    * Privacy, confidentiality, and disclosure    * Human rights    * Work role boundaries   Model answers are provided below for the assessor’s reference. | |
| 1. Legal Consideration:     I must report the matter to the police for investigation or submit a report with no investigation. | |
| 1. Ethical Consideration:     I must ensure that the process followed to respond to the situation does not expose the client or the client’s son to a compromising situation by securing all sensitive and identifying information when making and submitting my report. | |

### Task 1.2 – Responding to the Situation

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| Application  Description automatically generated with low confidence | Based on your legal and ethical responsibilities, how will you respond to the given situation? |
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| *Mapping: CHCLEG001 KE3.2 (p), KE4.2 (p)*  **Marking guide**  The candidate must explain how they will respond to the given situation based on their legal and ethical responsibilities.  For a satisfactory performance, the candidate’s response must be:   * An explanation of how they will respond to possible financial abuse * Consistent with their legal and ethical responsibilities to the client * Consistent with legislation and ethical standards relevant to:   + Duty of care   + Mandatory reporting   A model answer is provided below for the assessor’s reference. | |
| I will immediately notify my supervisor of the possible financial abuse. I will ask for special measures to be taken so as to keep Cindy safe. This includes restricting the visitors that can see Cindy and assisting Cindy with communicating with her bank to stop any future transactions. Finally I will call 1800 353 374 to report the incident and ask for directions on how to further assist Cindy. | |

## Case Study 2 – Joshua Black

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| **SCENARIO**  Joshua Black is a resident at Lotus Compassionate Care. While supporting him with his bath, you noticed rashes all over his arms and torso. You asked him when it appeared, and he casually told you not to worry about it. He explained that Mary, a new staff member, didn’t know he was allergic to ibuprofen and gave him some for his arthritis. He said the young lady looked really worried, so he told her not to worry about it because he’s had it before and it’s nothing serious.  Mary is also an individual support worker like yourself and is not authorised to give medication to clients.    **For this assessment, this case study scenario is based on your state/territory.** |

### Task 2.1 – Legal and Ethical Considerations

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| Application  Description automatically generated with low confidence | List one legal consideration and one ethical consideration that you must address when responding to the given situation. |
|  | |
| *Mapping: CHCLEG001 KE3.2 (p), KE4.2 (p)*  **Marking guide**  The candidate must list one legal consideration and one ethical consideration that they must address when responding to the given situation.  Responses will vary. For a satisfactory performance, the candidate’s response must be:   1. One legal consideration consistent with a legislation relevant to any of the following:    * Mandatory reporting    * Duty of care    * Work role boundaries 2. One ethical consideration relevant to any of the following:    * Mandatory reporting    * Follow organisation policy and procedures    * Duty of care    * Work role boundaries   Model answers are provided below for the assessor’s reference. | |
| 1. Legal Consideration:     A support worker must perform their duties as listed in the Health Professionals and Support Services Award, or as indicated in their job description. Support workers must not perform any actions beyond their duties. | |
| 1. Ethical Consideration:     I must respond in a manner that is not biased and/or disrespectful of any of the parties involved. This involves communicating with the client, Mary and my supervisor. | |

### Task 2.2 – Responding to the Situation

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| Application  Description automatically generated with low confidence | Based on your legal and ethical responsibilities, how will you respond to the given situation? |
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| *Mapping: CHCLEG001 KE3.2 (p), KE4.2 (p)*  **Marking guide**  The candidate must explain how they will respond to the given situation based on their legal and ethical responsibilities.  For a satisfactory performance, the candidate’s response must be:   * An explanation of how they will respond to the situation * Consistent with their legal and ethical responsibilities to the client * Consistent with legislation and ethical standards relevant to:   + Duty of care   + Codes of practice   + Rights and responsibilities of workers, employers and clients   + Work role boundaries – responsibilities and limitations   A model answer is provided below for the assessor’s reference. | |
| I will immediately notify my supervisor of the rashes and relay all the information I gathered regarding these rashes. I apologise to the client for the incident, but also remind them that it is part of their responsibility to point out anything dangerous or hazardous to their own health. Finally, I will ask Mary to review her work role boundaries and remind her that workers at our level are not allowed to prescribe or provide medication for clients. | |

## Case Study 3 – Morgan Wright

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| **SCENARIO**  Morgan Wright is a fellow community services and health worker at Lotus Compassionate Care. She has been with the company for a couple of years now, and almost all employees know her as a friendly and hard-working colleague.  One day, you saw Morgan giving Lena, her client, a book to read for the afternoon. Lena is a sixty-five-year-old woman who has been admitted to residential care due to mental illness and loss of vision. She has previously expressed a desire to be allowed to take short strolls outside. Lena’s individual care plan also states that she should be encouraged and supported to engage in physical activities.  When you asked Morgan why she gave Lena a book instead of taking her outside for a stroll, she pulled you aside and asked you to speak softly. *‘Last time we went outside, she broke and knocked over a lot of things and made such a big mess. Honestly, she’s the worst client I’ve ever had to take care of. I can’t wait for her to just die.’*  When you pointed out the individual care plan, Lena let out a chuckle*. ‘I’ll give her a few simple exercises later so she can move her legs. I just don’t want to deal with her mess outside. Whenever she asks to be let out for a stroll, I just tell her the weather’s not good. She’s blind, so she won’t know anyway.’*  Morgan asks that you keep this a secret and assures you that Lena is still going to get some physical exercise later. However, you feel uneasy about the entire situation. You decide to fill out an Ethical Concern Form and report the matter to your supervisor.  **For this assessment, the date is 1 April 20xx, where 20xx is the current year.** |

### Task 3.1 – Documenting Instance of Unethical Conduct

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| Application  Description automatically generated with low confidence | According to Lotus Compassionate Care guidelines and procedures, you need to document all ethical concerns, including instances of unethical conduct.  Use Lotus Compassionate Care’s *Incident Report Form* provided along with this workbook to document the instance of unethical conduct that you have observed*.*   * For the purposes of this assessment, use 1 April 20xx and 11:45AM as the date and time of the incident. Replace 20xx with the current year. * This form will be submitted to Rachel Alcott, your supervisor at Lotus Compassionate Care. * Write N/A where it is not indicated or specified in the scenario.   Complete the *Incident Report Form* in accordance with Lotus Compassionate Care’s guidelines and procedures, including:   * Specifying all unethical actions that you have observed/witnessed * Providing an explanation of why the documented actions are unethical   You will be assessed on:   * Practical knowledge of unethical conduct. * Practical skills relevant to documenting incidents in the workplace.   Before starting this task, review the **Case Study Task 3.1 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Discuss with you the criteria listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing the task, submit the completed *Incident Report Form* to your assessor. |
| *Mapping: CHCLEG001 PC2.7 (p), PE2.0 (p)*  **Marking guide**  **Incident Report Form**  The candidate must complete an *Incident Report Form.*  The *Incident Report Form* contains documented incidents related to ethical concerns, including instances of unethical conduct.  For this task, the candidate must include the following information in the *Incident Report Form:*   * details of the incident * details of the resident or community client * documentation and explanation of the ethical concern * details of witnesses * details of the manager   For a satisfactory performance, although wording may slightly vary, the details in the candidate’s form must be consistent with the benchmark answers provided below for the assessor’s reference. (Fields with N/A are not provided in the scenario and, therefore, not required in this assessment)  **Case Study Task 3.1 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Incident Report Form*.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* | |

**Logo, company name

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**Incident Report Form**

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| **DETAILS OF THE INCIDENT** | | | |
| Name of facility | Lotus Compassionate Care | Date of (or notification of) incident | 1 April 20xx (20xx must be replaced with the current year) |
| Name of person reporting the incident | [Candidate’s name] | Time of (or notification of) incident | 11:45 AM |
| Name of person incident is reported to | Rachel Alcott | Date & time reported | 1 April 20xx (20xx must be replaced with the current year); 11:45 AM |

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| **DETAILS OF THE RESIDENT OR COMMUNITY CLIENT** | | | |
| Name of resident/client | Lena | Date of birth (or age) | 65 years old |
| Medical diagnosis and relevant history | Mental illness and loss of vision | Sex | Male  Female |
| Name of support worker assigned to client | Morgan Wright | Date & time representative is notified | N/A |

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| **INCIDENT REPORT** | |
| **Observations relevant to the incident**  **Please include an explanation of why the recorded observations constitute an incident.**  (Attach a separate sheet if it is necessary to provide more information) | During my shift, I observed that Morgan gave Lena a book to read for the afternoon instead of complying with her request to be accompanied outside for a stroll.  When I asked Morgan regarding her actions, she admitted to lying to Lena about the weather so that Lena will not insist on going outside. She justified this by stating that she will provide Lena with a simple exercise later *‘so that she can move her legs.’*  Morgan gave strong negative remarks towards Lena. While talking about Lena, Morgan stated that *‘Honestly, she’s the worst client I’ve ever had to take care of,’* *‘I can’t wait for her to just die’* and *‘she’s blind, so she won’t know [the weather] anyway.’*  I am submitting this incident report form because:   * Morgan has shown a complete disregard for the wishes of the client. * Morgan lied to Lena to avoid having to perform parts of her work role (cleaning up after the client). * Morgan has very strong negative feelings towards her client, which she is expected to care for. |

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| **DETAILS OF WITNESS/ES** (Attach written statements, if any) | | | |
| Name | The candidate’s name | | |
| Address | N/A | Signature of person reporting | [Candidate’s signature] |
| Phone | N/A | Date signed | 1 April 20xx (20xx must be replaced with the current year) |

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| **TO BE COMPLETED BY THE MANAGER** | | | |
| Incident reported to Department of Health and Ageing? | Yes  No  [Tick boxes must not be ticked] | Date and time reported | [Must be left blank] |
| Incident reported to Department of Health and Police? | Yes  No  [Tick boxes must not be ticked] | Date and time reported | [Must be left blank] |
| Date and time of investigation form completed | [Must be left blank] | | |
| Signature of manager | [Must be left blank] | Date signed | [Must be left blank] |

### Task 3.2 – Reporting Instance of Unethical Conduct

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| Application  Description automatically generated with low confidence | Lotus Compassionate Care’s Policies and Procedures also require all employees to report any instance of unethical conduct to their immediate supervisor.  This part of the assessment is a **Role Play Activity.**  In this Role Play Activity, you are required to report the instance of unethical conduct you have identified to your supervisor.  You will need one volunteer to act as your supervisor.  You will be assessed in your:   * Practical skills relevant to reporting incidents in the workplace.   Before starting this task, review the **Case Study Task 3.2** **– Observation Form** provided along with this workbook. This form outlines all the practical skills you need to demonstrate while completing this task.  Your assessor will also:   * Organise access to the environment and resources required to complete this assessment, including:   + One volunteer to act as the supervisor   + Incident Report Form that was accomplished in Case Study Task 3.1   + Resources used for reporting incidents in the workplace * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Brief you on your role in this assessment. * Brief your volunteer on their role in the assessment. * Address your queries and concerns regarding this task. |

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| **INSTRUCTIONS FOR THE ASSESSOR**  Case Study Task 3.2 needs to be completed through a role play.  **To conduct this assessment:**  *Before the assessment*   1. Organise access to the environment and resources required to complete the assessment through a role play (listed above). 2. Advise the candidate on the time and location of the role play assessment. 3. Brief the candidate on how this assessment will be completed through a role play.   Case Study Task 3.2 - Candidate Briefing Document   1. Brief the volunteer playing as the client on their role in the assessment.   Case Study Task 3.2 – Supervisor Briefing Document  **IMPORTANT: These briefing documents are for the volunteer/s’ use only should only be provided at the time of the assessment under the supervision of the assessor. You must not provide the candidate access to these documents.**  *During the assessment*   1. Conduct the assessment as instructed. 2. Observe the candidate as they complete the assessment in a simulated environment. 3. Record your observations in the *Observation Form.*   *After the assessment*   1. Save and secure the *Observation Form* you completed. |

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| *Mapping: CHCLEG001 PC2.7 (p), PE2.0(p)*  **Marking guide**  The candidate must report the instance of unethical conduct they have identified to their supervisor while being observed by their assessor.  **Case Study Task 3.2 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while reporting the instance of unethical conduct they have identified to their supervisor.  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*. |

# Practical Assignment

## Overview

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| **The goal of this practical assignment is to assess your practical knowledge of:**   * Legislation used in the candidate’s area of work * Human rights approaches used in the candidate’s workplace * Human rights instruments used in the candidate’s workplace * Your legal and ethical requirements, rights and responsibilities   **This assessment is divided into five tasks:**   * Task 1 – Objectives and Key Components of a Specific Legislation in Area of Work * Task 2 – Approaches Used in the Workplace * Task 3 – Instruments Used in the Workplace * Task 4 – Your Legal Requirements, Rights and Responsibilities * Task 5 – Your Ethical Requirements, Rights and Responsibilities   These tasks must be completed within the context of your workplace.  **You are required to:**   * Access and review the following in your workplace:   + a legislation that is currently being observed and followed in your area of work   + your organisation’s human rights instruments   + your organisation’s organisational policies and procedures containing:     - human rights approaches used in your workplace     - the organisation’s disciplinary policy * Review the instructions in each task included in this Practical Assignment. * Record your responses as required in the instructions for each task. |

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| **Resources required for assessment:**   * A legislation that is currently being observed and followed in your area of work * Your organisation’s human rights instruments * Your organisation’s organisational policies and procedures containing:   + Human rights approaches used in your workplace   + The organisation’s disciplinary policy   Contact your Assessor/Training Provider to get some assistance in accessing the resources required for the assessment listed here. |

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| *Mapping: Provided in each Practical Assignment task below.*  **Marking guide**  This assessment is divided into five tasks:   * 1. Task 1 – Objectives and Key Components of a Specific Legislation in Area of Work   2. Task 2 – Approaches Used in the Workplace   3. Task 3 – Instruments Used in the Workplace   4. Task 4 – Your Legal Requirements, Rights and Responsibilities   5. Task 5 – Your Ethical Requirements, Rights and Responsibilities   These tasks must be completed within the context of your workplace.  Each task comes with a set of instructions. The candidate is to follow and perform these instructions. These tasks do not require the assessor to observe. However, the assessor/training provider must provide the candidate access to the resources required for this assessment.  The candidate is required to:   * Access and review the following in their workplace:   + a legislation that is currently being observed and followed in their area of work   + their organisation’s human rights instruments   + their organisation’s organisational policies and procedures containing:     - human rights approaches used in their workplace     - the organisation’s disciplinary policy * Review the instructions in each task included in this Practical Assignment. * Record their responses as required in the instructions for each task. |

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| **Resources required for assessment:**  To complete this assessment, the candidate will need access to the following:  **IMPORTANT: The assessor/training provider must provide the candidate access to these resources.**   * a legislation that is currently being observed and followed in their area of work * their organisation’s human rights instruments * their organisation’s organisational policies and procedures containing:   + Human rights approaches used in their workplace   + Their organisation’s disciplinary policy |

### Contextualisation

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| **INSTRUCTIONS TO THE ASSESSOR**  This Practical Assignment aims to assess the candidate’s practical knowledge of:   * The candidate’s legal and ethical requirements, rights and responsibilities * Legislation used in the candidate’s area of work * Human rights approaches used in the candidate’s workplace * Human rights instruments used in the candidate’s workplace   This practical assignment is not designed to address a specific industry, state/territory, workplace and work role. However, model answers have been provided in some tasks. This is to demonstrate to the assessor the breadth and depth required in the candidate’s responses for a satisfactory performance.  Before commencing the assessment, the assessor must modify and contextualise the assessment tasks contained in this Practical Assignment to align with the candidate’s specific industry, state/territory, workplace and work role.  **To contextualise these tasks:**   * Review the following (information below should be provided by the candidate in the *Details About Your Workplace* section of this workbook):   + Candidate’s work role/title   + Responsibilities   + Organisation/workplace   + Worksite/area   + A brief description of their work environment   + Industry/sector   + State/territory (where their workplace is based) – this will include regulatory requirements that apply in the candidate’s state/territory. * Modify and adapt the candidate instructions so that they align with the above. * Modify and adapt the marking guides and benchmark answers so that they align with the above. |

### Task 1 – Objectives and Key Components of a Specific Legislation in Area of Work

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| Application  Description automatically generated with low confidence | Complete the following table by:   1. Identifying a legislation that is currently being observed and followed in your area of work. 2. Identifying the objectives of this legislation. 3. Identifying two key components of this legislation. 4. Explaining how the key components of the legislation are applied in your organisation. 5. Explaining how the key components of the legislation impact individual workers in your organisation. 6. Providing the consequences of breaching the key components of this legislation, as indicated in your organisation’s policies and procedures.   Base your responses on the information you provided in the *Details About Your Workplace* section of this Practical Assessment.  Submit the following to your assessor for their reference:   * an excerpt of the legislation containing the objectives and key components identified * an excerpt of your organisation’s policies and procedures relevant to the identified legislation |
| *Mapping: CHCLEG001 KE1.19*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.16* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the following table by:   1. Identifying a legislation that is currently being observed and followed in their area of work.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * A legislation that is observed and followed in their organisation, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Relevant to their industry/sector, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Applicable to their state or territory, as indicated in the *Details About Your Workplace* section of this Practical Assessment   A model answer is provided below for the assessor’s reference.   1. Identifying the objectives of this legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be all the objectives of the legislation given in the details of the legislation provided.  The assessor must review the excerpt of the legislation submitted by the candidate to assess their response. A model answer is provided below for the assessor’s reference.   1. Identifying two key components of this legislation.   Responses will vary. For a satisfactory performance, the candidate’s response must be components of the legislation that are:   * Referred to and upheld in the workplace * Consistent with the legislation identified.   The assessor must review the excerpt of the organisational policies and procedures and excerpt of the legislation submitted by the candidate to assess their response. A model answer is provided below for the assessor’s reference. | |
| 1. Explaining how the key components of the legislation are applied in their organisation.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how the key components of the legislation are applied in the candidate’s organisation. This includes, but is not limited to:   * Practices in the candidate’s workplace that follows the standards set forth by the legislation identified * Prohibitions in the candidate’s workplace that are based on the prohibitions set forth by the legislation   Performance standards used in the candidate’s workplace that are consistent with the legislation  The assessor must review the excerpt of the policies and procedures submitted by the candidate to assess their response. A model answer is provided below for the assessor’s reference.   1. Explaining how the key components of the legislation impact individual workers in their organisation.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how the key components of the legislation impact the work practices, responsibilities and duties of individual workers in the candidate’s industry.  The assessor must review the excerpt of the policies and procedures submitted by the candidate to assess their response. A model answer is provided below for the assessor’s reference.   1. Providing the consequences of breaching the key components of this legislation, as indicated in their organisation’s policies and procedures.   Responses will vary. For a satisfactory performance, the candidate’s response must be   * The consequence (e.g. disciplinary action in the form of warnings, suspension and other remediations) of breaching the key components identified * Consistent with the policies and procedures submitted by the candidate   The assessor must review the excerpt of the policies and procedures submitted by the candidate to assess their response. A model answer is provided below for the assessor’s reference.  The candidate must submit the following for the assessor’s reference:   * an excerpt of the legislation containing the objectives and key components identified * an excerpt of their organisation’s policies and procedures relevant to the identified legislation | |

| **Legislation in the Workplace** | | |
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| **Legislation** | Health Practitioner Regulation National Law (NSW) No 86a of 2009 | |
| **Objectives** | * + 1. The object of this Law is to establish a national registration and accreditation scheme for—  1. the regulation of health practitioners; and 2. the registration of students undertaking— 3. programs of study that provide a qualification for registration in a health profession; or 4. clinical training in a health profession.    * 1. The objectives of the national registration and accreditation scheme are— 5. to provide for the protection of the public by ensuring that only health practitioners who are suitably trained and qualified to practise in a competent and ethical manner are registered; and 6. to facilitate workforce mobility across Australia by reducing the administrative burden for health practitioners wishing to move between participating jurisdictions or to practise in more than one participating jurisdiction; and 7. to facilitate the provision of high quality education and training of health practitioners; and 8. to facilitate the rigorous and responsive assessment of overseas-trained health practitioners; and 9. to facilitate access to services provided by health practitioners in accordance with the public interest; and 10. to enable the continuous development of a flexible, responsive and sustainable Australian health workforce and to enable innovation in the education of, and service delivery by, health practitioners. | |
| **Key Components** | 139C (b): By the medical practitioner’s presence, countenance, advice, assistance or co-operation, knowingly enable a person who is not a medical practitioner (whether or not that person is described as an assistant) or is not otherwise authorised by a National Board to—  (i) perform operative surgery (as distinct from manipulative surgery) on a patient in respect of any matter requiring professional discretion or skill; or  (ii) issue or procure the issue of a certificate, notification, report or other like document, or to engage in professional practice, as if the person were a medical practitioner. | 139D (1) (a): The unsatisfactory professional conduct of a pharmacist also includes practising pharmacy for remuneration at a pharmacy in the course of employment by, or in association with, a non-pharmacist |
| **How this key component is applied in organisations** | Organisations set clear professional boundaries between medical practitioners and support workers. These boundaries ensure that support workers do not take on job responsibilities of medical practitioners that they are not qualified to perform. | Organisations set clear professional boundaries between pharmacists and support workers. These boundaries ensure that support workers do not take on job responsibilities of pharmacists that they are not qualified to perform. |
| **How this key component impacts individual workers** | Individual workers are expected to perform their duties as provided in their job roles and responsibilities. They are prohibited from performing duties that are above their employee level, including assisting in medical procedures, issuing medical certifications or giving medical advice. | Individual workers are expected to perform their duties as provided in their job roles and responsibilities. They are prohibited from performing duties that are above their employee level, including prescribing medication, administering medication that is not consistent with a client’s care plan and providing pharmaceutical advice. |
| **Consequences of breaching the key component** | Conduct that results in the medical practitioner being convicted of or being made the subject of a criminal finding for any of the following offences—   * + - 1. an offence under section 102 of the Mental Health Act 2007;       2. an offence under section 175 of the Children and Young Persons (Care and Protection) Act 1998;       3. an offence under section 35 of the Guardianship Act 1987;       4. an offence under section 128A, 128B, 129 or 129AA of the Health Insurance Act 1973 of the Commonwealth;       5. an offence under section 58 of the Private Health Facilities Act 2007. | Conduct that results in the medical practitioner being convicted of or being made the subject of a criminal finding for any of the following offences—   1. an offence under section 102 of the Mental Health Act 2007; 2. an offence under section 175 of the Children and Young Persons (Care and Protection) Act 1998; 3. an offence under section 35 of the Guardianship Act 1987; 4. an offence under section 128A, 128B, 129 or 129AA of the Health Insurance Act 1973 of the Commonwealth; 5. an offence under section 58 of the Private Health Facilities Act 2007. |

### Task 2 – Approaches Used in the Workplace

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| Application  Description automatically generated with low confidence | Complete the following table by:   1. Identifying two approaches used by your organisation. 2. Explaining how each approach is consistent with Australia’s Human Rights Framework. 3. Explaining how each approach is consistent with the five principles of human rights based approaches. 4. Explaining how each approach impacts individual workers. 5. Providing one consequence of breaching organisation protocol involving each approach.   Base your responses on the information you provided in the *Details About Your Workplace* section of this Practical Assessment.  Submit the following to your assessor for their reference:   * An excerpt of your organisation’s policies and procedures containing the approaches identified * A copy of your organisation’s disciplinary policy containing the consequences for breaching protocol involving these approaches |
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| *Mapping: CHCLEG001 KE1.9.3 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.8* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2, Section 2.2.8*   **Marking guide**  The candidate must complete the following table by:   1. Identifying two approaches used by their organisation.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Two approaches that are used by workers in the candidate’s organisation, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Relevant to the individual job role of workers in the candidate’s industry, as indicated in the *Details About Your Workplace* section of this Practical Assessment   The assessor must review the excerpt of the organisational policies and procedures submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference. | |
| 1. Explaining how each approach is consistent with Australia’s Human Rights Framework.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how each approach is consistent with Australia’s Human Rights Framework. This explanation can include how the approach is consistent with:   * Legislation or charter relevant to human rights that apply to the candidate’s state/territory, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Australia’s obligations under international law, including:   + The International Covenant on Civil and Political Rights   + The International Covenant on Economic, Social and Cultural Rights   + Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment   + Convention on the Rights of the Child   + The International Convention on the Elimination of All Forms of Racial Discrimination   + Convention on the Elimination of All Forms of Discrimination against Women   + Convention on the Rights of Persons with Disabilities   The assessor must review the excerpt of the organisational policies and procedures submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.   1. Explaining how each approach is consistent with the five principles of human rights based approaches.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how each approach is consistent with the following principles of human rights based approaches:   * P -participation * A - accountability * N - non-discrimination and equality * E - empowerment * L - legality   The assessor must review the excerpt of the organisational policies and procedures submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference. | |

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| 1. Explaining how each approach impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how each approach impacts individual workers in performing their individual job roles. The candidate’s response must be consistent with the job roles of individual workers in the candidate’s organisation, as indicated in the *Details About Your Workplace* section of this Practical Assessment.  The assessor must review the excerpt of the organisational policies and procedures submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.   1. Providing one consequence of breaching organisation protocol involving each approach.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Consistent with each approach identified * Either of the following:   + One consequence for breaching protocol involving each approach. This consequence must be prescribed by the organisation through its disciplinary policy.   + Other consequence of breaching protocol involving these practices, such as:     - A negative effect on the well-being and performance of the individual worker     - A negative effect on the health or satisfaction of clients     - A negative effect on the overall ability or capacity of all workers involved to perform their individual job roles * Applicable to offending workers in the candidate’s industry, as indicated in the *Details About Your Workplace* section of this Practical Assessment   The assessor must review the disciplinary policy submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.  The candidate must submit the following to your assessor for their reference:   * An excerpt of their organisation’s policies and procedures containing the practices identified * A copy of their organisation’s disciplinary policy containing the consequences for breaching protocol involving these practices |

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| **Organisational Approach 1** | Privacy: Support workers within the organisation must allow their clients to enjoy private time with their families, friends and other visitors if they wish to do so. |
| **Consistency with Australia’s Human Rights Framework** | The approach is consistent with Article 22 of the Convention on the Rights of Persons with Disabilities, which is one of the bases for the Australian Human Rights Framework. |
| **Consistency with Human Rights Based Approaches** | P:  The approach allows the client to participate in private activities with their friends and loved ones. |
| A:  The approach allows the client to be accountable for their own words and actions during private time with their friends and loved ones. |
| N:  The approach allows clients to feel that they enjoy the same rights as others. |
| E:  The approach allows clients to feel that they have the same capabilities for independence as others. |
| L:  The approach complies with other legislation, such as the Anti-Discrimination Act 1992 and the Privacy Act 1988. |
| **How it impacts individual workers** | Individual workers are expected to hold the client’s wishes in the highest regard. This means refraining from interrupting, eavesdropping or joining in private activities with the client if they are engaged with their friends, relatives and loved ones. |
| **One consequence of breaching protocol relevant to these practices** | The client may feel anxious and frustrated with their lack of privacy, or may lose all motivation to maintain or improve their well-being due to receiving constant interference and support from their support workers. |

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| **Organisational Approach 2** | Mandatory Reporting: Support workers must report all observed cases of abuse involving people with disability to supervisors or the authorities. |
| **Consistency with Australia’s Human Rights Framework** | The approach is consistent with Article 16 of the Convention on the Rights of Persons with Disabilities, which is one of the bases for the Australian Human Rights Framework. |
| **Consistency with Human Rights Based Approaches** | P:  The approach allows clients to participate in daily activities without fear of being the recipient of violence. |
| A:  The approach makes support workers fully accountable for ensuring and safeguarding the health and well-being of their clients. |
| N:  The approach ensures that clients are not harmed as a result of violence targeted towards people with disability. |
| E:  The approach empowers clients to become more self-secured and have trust in their support workers. |
| L:  The approach complies with other duty of care legislations, such as *Preventing and responding to abuse of older people (Elder Abuse) NSW Interagency Policy* |
| **How it impacts individual workers** | Individual workers are expected to use measures to ensure that their client is not exposed to violence. They are expected to know how to document instances of violence and how to contact the proper persons or authorities to file their report. |
| **One consequence of breaching protocol relevant to these practices** | The client will suffer from physical pain and injuries. In worse cases, the client’s life may be endangered due to the support worker’s neglect. |

### Task 3 – Instruments Used in the Workplace

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| Application  Description automatically generated with low confidence | Complete the following table by:   1. Identifying two human rights instruments used in your workplace. 2. Explaining how each instrument aids in ensuring your organisation’s compliance with Australia’s Human Rights Framework. 3. Explaining how each instrument is used to ensure that company activities are consistent with the five principles of human rights based approaches. 4. Explaining how each instrument impacts individual workers. 5. Providing one consequence of breaching organisation protocol involving each instrument.   Base your responses on the information you provided in the *Details About Your Workplace* section of this Practical Assessment.  Submit the following to your assessor for their reference:   * A copy of each of the human rights instruments used in your workplace * A copy of your organisation’s disciplinary policy containing the consequences for breaching protocol involving these instruments |
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| *Mapping: CHCLEG001 KE1.9.3 (p)*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2, Section 1.2.8* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.4, Section 1.4.1*   **Marking guide**  The candidate must complete the following table by:   1. Identifying two human rights instruments used in their workplace.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Two up-to-date human rights instruments * Instruments that are:   + used by the candidate’s organisation, as indicated in the *Details About Your Workplace* section of this Practical Assessment   + relevant to the individual job role of workers in the candidate’s industry, as indicated in the *Details About Your Workplace* section of this Practical Assessment | |
| The assessor must review the copy of each human rights instrument submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.   1. Explaining how each instrument aids in ensuring their organisation’s compliance with Australia’s Human Rights Framework.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how each instrument aids in ensuring their organisation’s compliance with Australia’s Human Rights Framework. This explanation can include how the instruments ensure compliance with:   * Legislation or charter relevant to human rights that apply to the candidate’s state/territory, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Australia’s obligations under international law, including:   + The International Covenant on Civil and Political Rights   + The International Covenant on Economic, Social and Cultural Rights   + Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment   + Convention on the Rights of the Child   + The International Convention on the Elimination of All Forms of Racial Discrimination   + Convention on the Elimination of All Forms of Discrimination against Women   + Convention on the Rights of Persons with Disabilities   The assessor must review the copy of each human rights instrument submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.   1. Explaining how each instrument is used to ensure that company activities are consistent with the five principles of human rights based approaches.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how each instrument is used to ensure that company activities are consistent with the following principles of human rights based approaches:   * P -participation * A - accountability * N - non-discrimination and equality * E - empowerment * L - legality | |
| The assessor must review the copy of each human rights instrument submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.   1. Explaining how each instrument impacts individual workers.   Responses will vary. For a satisfactory performance, the candidate’s response must be an explanation of how each instrument impacts workers in the candidate’s industry in performing their individual job roles, as indicated in the *Details About Your Workplace* section of this Practical Assessment.  The assessor must review the copy of each human rights instrument submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference.   1. Providing one consequence of breaching organisation protocol involving each instrument.   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Consistent with the instruments identified * Either of the following:   + One consequence for breaching protocol involving these instruments. This consequence must be prescribed by the organisation through its disciplinary policy.   + Other consequence of breaching protocol involving these instruments, such as:     - A negative effect on the well-being and performance of the individual worker     - A negative effect on the health or satisfaction of clients     - A negative effect on the overall ability or capacity of all workers involved to perform their individual job roles * Applicable to offending workers in the candidate’s industry, as indicated in the *Details About Your Workplace* section of this Practical Assessment   The assessor must review the disciplinary policy submitted by the candidate to assess their response. Model answers are provided below for the assessor’s reference. | |

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| **Instrument 1** | ILO Forced Labour Convention |
| **How it ensures compliance with the Australia’s Human Rights Framework** | The convention ensures that clients are given freedom to choose their daily activities, instead of being forced to perform labour duties as part of any organisational program. |
| **How it ensures consistency with Human Rights Based Approaches** | P:  The convention allows clients to participate in activities that genuinely interest them, instead of being forced to do any form of labour. |
| A:  The convention makes the clients accountable for their own development and productivity. |
| N:  The convention allows all clients to have equal access to activities and opportunities. |
| E:  The convention empowers clients to make their own choice and enjoy their own lives. |
| L:  The convention is consistent with Australian anti-discrimination legislation. It is also consistent with the basic human rights that Australia recognises through various international treaties. |
| **How it impacts individual workers** | Individual workers are expected to provide clients with access to fun, enjoyable activities. They are prohibited from providing forced labour as a form of exercise, wellness routine or any other organisational program. |
| **One consequence of breaching protocol relevant to these instruments** | Clients will feel that they do not have the freedom to choose, and will be demotivated to cooperate with support workers or maintain/improve their well-being. |

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| **Instrument 2** | Disability Discrimination Act 1992 |
| **How it ensures compliance with the Australia’s Human Rights Framework** | The Act makes it unlawful for support workers and all employees of the organisation to discriminate against a person with disability in many areas of life, including access to services, access to education, employment, etc. |
| **How it ensures consistency with Human Rights Based Approaches** | P:  The Act allows people with disability to participate in all activities and opportunities that are available to other people. |
| A:  The Act makes people who discriminate against people with disability accountable to punishment by law. |
| N:  The Act champions non-discrimination and deters others from withdrawing or denying access to services and facilities to others based on their disability. |
| E:  The Act empowers people with disability to understand their rights and see themselves as equals to others who do not have disabilities. |
| L:  The Act provides a legal basis for requirements and punishments relevant to interacting with people with disability. |
| **How it impacts individual workers** | Individual workers are expected to provide all clients with varying forms of disability with the same access to facilities, equipment, resources and services. |
| **One consequence of breaching protocol relevant to these instruments** | Different punishments are prescribed in the act, and may include fines, imprisonment, or both. |

### Task 4 – Your Legal Requirements, Rights and Responsibilities

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| Application  Description automatically generated with low confidence | Complete the table below by:   1. Identifying and accessing two sources of information on Legal requirements, rights and responsibilities that apply to your work role 2. Listing down each of the following:    1. Legal requirements that apply to your work role    2. Your legal rights, along with their scope and nature    3. Your legal responsibilities, along with their scope and nature   Base your responses on the information you provided in the *Details About Your Workplace* section of this Practical Assessment.  Submit the following to your assessor for their reference:   * Excerpts from current sources of information on legal requirements rights and responsibilities that are relevant to your work role, such as:   + Commonwealth legislation   + Legislation that applies to your state/territory, as provided in the *Details About Your Workplace* section of this Practical Assessment   + Current regulations that apply to your industry, as provided, in the *Details About Your Workplace* section of this Practical Assessment |

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| *Mapping: CHCLEG001 PC1.1, PC1.2*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.1* * *CHCLEG001 Learner Guide, Chapter 1, Subchapter 1.2*   **Marking guide**  The candidate must complete the following table by:   1. Identifying and accessing two sources of information on legal requirements, rights and responsibilities that apply to their work role   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Two sources of information on legal requirements, rights and responsibilities that apply to their work role * Relevant to the candidate’s work role, as indicated in the Details About Your Workplace section of this Practical Assessment * Used or upheld in the candidate’s state or territory, as indicated in the Details About Your Workplace section of this Practical Assessment.   Model answers are provided below for the assessor’s reference.   1. Listing down the following:    1. Legal requirements that apply to their work role   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Legal requirements that apply to the candidate’s work role, as provided in the two sources of information on legal requirements, rights and responsibilities that the candidate identified * Requirements that are relevant to the candidate’s work role, as indicated in the Details About Your Workplace section of this Practical Assessment * Requirements that apply to the candidate’s state or territory, as indicated in the Details About Your Workplace section of this Practical Assessment.   1. Their legal rights, along with their scope and nature   Responses will vary. For a satisfactory performance, the candidate’s response must include:   * Legal rights that:   + Are provided within the sources of legal requirements, rights and responsibilities that the candidate identified and accessed   + Apply to the candidate’s role, as indicated in the Details About Your Workplace section of this Practical Assessment. * The scope of these legal rights, as provided within the sources of legal requirements, rights and responsibilities that the candidate identified * The nature of these legal rights, as provided within the sources of legal requirements, rights and responsibilities that the candidate identified   1. Their legal responsibilities, along with their scope and nature   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Legal responsibilities that:   + Are provided within the sources of legal requirements, rights and responsibilities that the candidate identified and accessed   + Apply to the candidate’s role, as indicated in the Details About Your Workplace section of this Practical Assessment. * The scope of these legal responsibilities, as provided within the sources of legal requirements, rights and responsibilities that the candidate identified * The nature of these legal responsibilities, as provided within the sources of legal requirements, rights and responsibilities that the candidate identified   To assess the candidate’s responses, the assessor must review the excerpt from current sources of information on legal requirements, rights and responsibilities that the candidate submitted. These can be excerpt from:   * Commonwealth legislation * Legislation that applies to the candidate’s state/territory, as provided in the Details About Your Workplace section of this Practical Assessment * Current regulations that apply to your industry, as provided in the Details About Your Workplace section of this Practical Assessment.   Model answers are provided below for the assessor’s reference. |

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| Source 1: | Work Health and Safety Act 2011 | | |
| **Legal Requirements** | | | |
| 1. A person must not engage in discriminatory conduct for a prohibited reason. | | | |
| 1. A person must not request, instruct, induce, encourage, authorise or assist another person to engage in discriminatory conduct in contravention of section 104. | | | |
| A person must not organise or take, or threaten to organise or take, any action against another person with intent to coerce or induce the other person, or a third person, (a) to exercise or not to exercise a power, or to propose to exercise or not to exercise a power, under this Act; or (b) to perform or not to perform a function, or to propose to perform or not to perform a function, under this Act; or (c) to exercise or not to exercise a power or perform a function, or to propose to exercise or not to exercise a power or perform a function, in a particular way; or (d) to refrain from seeking, or continuing to undertake, a role under this Act.  *Modify answer fields as necessary* | | | |
| **Legal Rights** | | **Nature** | **Scope** |
| A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker’s health or safety, emanating from an immediate or imminent exposure to a hazard.  *Modify answer fields as necessary* | | Rights relevant to unsafe work | All work on directions under section 85 of the legislation |
| **Legal Responsibilities** | | **Nature** | **Scope** |
| A worker must take reasonable care for his or her own health and safety | | Duty of workers in the workplace | While at work |
| A worker must take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons | | Duty of workers in the workplace | While at work |
| A worker must comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act | | Duty of workers in the workplace | While at work |
| A worker must co‑operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.  *Modify answer fields as necessary* | | Duty of workers in the workplace | While at work |

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| Source 2: |  | | |
| **Legal Requirements:** | | | |
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| *Modify answer fields as necessary* | | | |
| **Legal Rights** | | **Nature:** | **Scope:** |
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| *Modify answer fields as necessary* | |  |  |
| **Legal Responsibilities** | | **Nature:** | **Scope:** |
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| *Modify answer fields as necessary* | |  |  |

### Task 5 – Your Ethical Requirements, Rights and Responsibilities

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| Application  Description automatically generated with low confidence | Complete the table below by:   1. Identifying and accessing two sources of information on ethical requirements, rights and responsibilities that apply to your work role 2. Listing down each of the following:    1. Ethical requirements that apply to your work role    2. Your ethical rights, along with their scope and nature    3. Your ethical responsibilities, along with their scope and nature   Base your responses on the information you provided in the *Details About Your Workplace* section of this Practical Assessment.  Submit the following to your assessor for their reference:   * Excerpts from current sources of information on ethical requirements rights and responsibilities that are relevant to your work role, such as:   + Codes of conduct that apply to your state/territory   + Codes of practice that apply to your industry or organisation   + Your organisation’s policies and procedures |

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| *Mapping: CHCLEG001 PC2.1, PC2.2*  *Learner guide reference:*   * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.1* * *CHCLEG001 Learner Guide, Chapter 2, Subchapter 2.2*   **Marking guide**  The candidate must complete the following table by:   1. Identifying and accessing two sources of information on ethical requirements, rights and responsibilities that apply to their work role   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Two sources of information on ethical requirements, rights and responsibilities that apply to their work role * Relevant to the candidate’s work role, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Used or upheld in the candidate’s state or territory, as indicated in the *Details About Your Workplace* section of this Practical Assessment.   Model answers are provided below for the assessor’s reference.   1. Listing down the following:    1. Ethical requirements that apply to their work role   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Ethical requirements that apply to the candidate’s work role, as provided in the two sources of information on legal requirements, rights and responsibilities that the candidate identified * Requirements that are relevant to the candidate’s work role, as indicated in the *Details About Your Workplace* section of this Practical Assessment * Requirements that apply to the candidate’s state or territory, as indicated in the *Details About Your Workplace* section of this Practical Assessment.   1. Their ethical rights, along with their scope and nature   Responses will vary. For a satisfactory performance, the candidate’s response must include:   * Ethical rights that:   + Are provided within the sources of legal requirements, rights and responsibilities that the candidate identified and accessed   + Apply to the candidate’s role, as indicated in the Details About Your Workplace section of this Practical Assessment. |
| * The scope of these ethical rights, as provided within the sources of legal requirements, rights and responsibilities that the candidate identified * The nature of these ethical rights, as provided within the sources of legal requirements, rights and responsibilities that the candidate identified   1. Their ethical responsibilities, along with their scope and nature   Responses will vary. For a satisfactory performance, the candidate’s response must be:   * Ethical responsibilities that:   + Are provided within the sources of ethical requirements, rights and responsibilities that the candidate identified and accessed   + Apply to the candidate’s role, as indicated in the *Details About Your Workplace* section of this Practical Assessment. * The scope of these ethical responsibilities, as provided within the sources of ethical requirements, rights and responsibilities that the candidate identified * The nature of these ethical responsibilities, as provided within the sources of ethical requirements, rights and responsibilities that the candidate identified   To assess the candidate’s responses, the assessor must review the excerpt from current sources of information on ethical requirements, rights and responsibilities that the candidate submitted. These can be excerpt from:   * Codes of conduct that apply to your state/territory, as provided in the Details About Your Workplace section of this Practical Assessment * Codes of practice that apply to your industry or organisation, as provided in the Details About Your Workplace section of this Practical Assessment * Your organisation’s policies and procedures   Model answers are provided below for the assessor’s reference. |

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| Source 1: | Australian Community Workers Code of Ethics | | |
| **Ethical Requirements** | | | |
| The community worker is expected to acknowledge and respect the worth of all individuals regardless of their race, religion, age, gender, sexual and gender diversity, and other individual differences. | | | |
| Conduct opposed to the full recognition of human dignity and individual rights within the community worker’s professional practice shall be considered improper and unacceptable within the community work profession and to the Australian Community Workers Association.  *Modify answer fields as necessary* | | | |
| **Ethical Rights** | | **Nature** | **Scope** |
| right to maximise his or her potential | | Rights provided through underlying principles of the code of ethics | All persons |
| every individual has an active role to play in society and has the expectation of full social, educational and economic participation | | Rights provided through underlying principles of the code of ethics | All persons |

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| **Ethical Rights** | **Nature** | **Scope** |
| every person is legally protected against discrimination on the basis of age, sex, race and disability and their universal human rights are inviolable  *Modify answer fields as necessary* | Rights provided through underlying principles of the code of ethics | All persons |
| **Ethical Responsibilities** | **Nature** | **Scope** |
| The community worker:   * shall determine with the client or client group the exact nature of the relationship, the role of the community worker, and clarify the expectations of the client * shall regard all information concerning clients as confidential except where:   + with the permission of the client, referrals are to be made, or other professional consultation, opinion or advice is sought;   + failure to disclose information would breach the terms of the community worker’s employment (such exceptions must be notified to the client); or where | Responsibility to clients | In the performance of their duty |

| **Ethical Responsibilities** | **Nature** | **Scope** |
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| * + failure to disclose information would contravene mandatory reporting requirements or other legal obligations * has an obligation to treat clients with dignity and to safeguard, promote and acknowledge their capacity for self determination * in exercising certain powers and using information, is accountable to the client to ensure that:   + they are fully informed of their rights;   + have choices; and   + can access information about themselves * will improve their skills and knowledge for the benefit of the client * will establish and maintain professional boundaries with clients at all times and not form personal relationships that compromise the primary practitioner-client relationship |  |  |

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| **Ethical Responsibilities** | **Nature** | **Scope** |
| The community worker, as an employee, is expected to:   * carry out the duties and responsibilities of the role as outlined in their terms of employment by adhering to the stated aims, policies and procedures of the employing body * achieve the aims of the employing organisation without denying clients their rights * bring to the employer’s attention where organisational expectations or practices contravene the profession’s code of ethics - particularly in the area of client rights * maintain a professional relationship with clients at all times and disclose any out-of-hours contact or social media contact * act responsibly in the expenditure of public monies | Responsibility to employers | While performing duties under the instruction of employers |
| The community worker is expected to:   * share professional knowledge and insights with colleagues * respect the skills, knowledge and experience of colleagues including volunteers * be generous in using their skills and knowledge to enhance the practical fieldwork education of students | Responsibility to coworkers | In the performance of work duties while working with other people |
| **Ethical Responsibilities** | **Nature** | **Scope** |
| * discuss any unethical behaviour that may have been observed in a colleague directly with their colleague unless to do so would pose a risk to a client or the practitioner * acknowledge and observe the legal rights and protections of colleagues, including, but not restricted to, confidentiality and privacy, workplace health and safety, and antidiscrimination legislation. |  |  |
| The community worker will:   * maintain, through ongoing education and training, the standards required for exemplary and contemporary practice * address in a timely manner and through an appropriate channel any behaviour in a colleague or an employer that is either incompatible with this code, or impinges on the rights of clients and their families, or contravenes the law • seek advice when unsure of a course of action and make informed decisions * participate in any complaint process if a public complaint is brought against them * distinguish in public statements, for example on social media, whether acting as an authorised spokesperson of their organisation or in a private capacity * respect the rights and legal protections of others | Protecting the reputation of the profession | All areas of public life |
| **Ethical Responsibilities** | **Nature** | **Scope** |
| * act responsibly in the expenditure of public monies * disclose any improper relationship between a colleague a nd client * meet the expectations of this code and the practice standards at all times.   *Modify answer fields as necessary* |  |  |

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| Source 2: |  | | |
| **Ethical Requirements:** | | | |
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| *Modify answer fields as necessary* | | | |
| **Ethical Rights** | | **Nature:** | **Scope:** |
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| *Modify answer fields as necessary* | |  |  |
| **Ethical Responsibilities** | | **Nature:** | **Scope:** |
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| *Modify answer fields as necessary* | |  |  |

# Workplace Assessment

## Overview

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| **The goal of this assessment is to assess your practical knowledge and skills in:**   * Identifying and responding to legal requirements. * Identifying and meeting ethical responsibilities. * Contributing to workplace improvements.   **The workplace assessment is divided into six tasks:**   1. Task 1 – Reflect on Your Personal Values and Attitudes 2. Task 2.1 – Perform Workplace Activities 3. Task 2.2 – Recognise Issues in the Workplace 4. Task 2.3 – Report Issues to Appropriate Persons 5. Task 3.1 – Suggest Improvements to Work Practices 6. Task 3.2 – Contribute to Workplace Improvements   Each task comes with a set of instructions. You are to follow and perform these instructions while being observed by the assessor and submit any required documentation.  Before starting this assessment, your assessor will also discuss these tasks with you, as well as instructions and guidance for satisfactorily completing them. They will also organise the resources required for this assessment (listed below).  **You are required to:**   * Complete the tasks within the time allowed, as scheduled in-class roll. * Review the instructions in each task included in this Workplace Assessment. * Identify and respond to legal requirements. * Identify and meet ethical responsibilities. * Contribute to workplace improvements. |

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| **Resources required for assessment:**  To complete this assessment, you will need access to the following:   * Reflective Journal template, or the organisation’s template for documenting personal reflections and strategies involving values and attitudes * Issues Log template, or the organisation’s template for recording issues and breaches in the workplace * Meeting Minutes template, or the organisation’s template for recording meeting minutes * Workplace or a similar environment that will provide you access to:   + suitable facilities, equipment and resources, including:     - current legislation, regulations and codes of practice     - organisation policies, procedures and protocols   + modelling of industry operating conditions, including presence of problem-solving activities |

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| *Mapping: Provided in each Workplace Assessment task below.*  **Marking guide**  This assessment is divided into six tasks:   1. Task 1 – Reflect on Your Personal Values and Attitudes 2. Task 2.1 – Perform Workplace Activities 3. Task 2.2 – Recognise Issues in the Workplace 4. Task 2.3 – Report Issues to Appropriate Persons 5. Task 3.1 – Suggest Improvements to Work Practices 6. Task 3.2 – Contribute to Workplace Improvements   These tasks must be done in a community services and health context.  Each task comes with a set of instructions. The tasks require the candidate to:   * Be observed by the assessor while completing the task; and/or * Secure documentation from their completion of the task.   The assessor/training provider must provide the candidate access to the resources required for this assessment. |

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| The candidate is required to:   * Complete the tasks within the time allowed, as scheduled in-class roll. * Review the instructions in each task included in this Workplace Assessment. * Identify and respond to legal requirements. * Identify and meet ethical responsibilities. * Contribute to workplace improvements.   **Resources required for assessment:**  To complete this assessment, the candidate will need access to the following:  **IMPORTANT: The assessor/training provider must provide the candidate access to these resources.**   * Reflective Journal template, or the organisation’s template for documenting personal reflections and strategies involving values and attitudes * Issues Log template, or the organisation’s template for recording issues and breaches in the workplace * Meeting Minutes template, or the organisation’s template for recording meeting minutes * Workplace or a similar environment that will provide you access to:   + suitable facilities, equipment and resources, including:     - current legislation, regulations and codes of practice     - organisation policies, procedures and protocols   + modelling of industry operating conditions, including presence of problem solving activities |

### Contextualisation

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| **INSTRUCTIONS TO THE ASSESSOR**  This workplace assessment aims to assess the candidate’s practical knowledge and skills in:   * Identifying and responding to legal requirements. * Identifying and meeting ethical responsibilities. * Contributing to workplace improvements.   Tasks 2.1–3.2 in this Workplace Assessment are not designed for a specific organisation/workplace.  Before commencing the assessment, the assessor must contextualise these tasks as well as any other assessment tool provided along with this workbook, e.g. Observation Forms, Assessor’s Checklists, and other generic templates provided along with this workbook. The assessor must contextualise these to reflect:   * Workplace activities that are typically performed in the candidate’s organisation. * Policies and procedures of the candidate’s organisation.   **To contextualise these tasks:**   * Adapt/revise the instructions provided in each task so that they reflect the workplace activities that are typically performed in the candidate’s organisation and the policies and procedures of the candidate’s organisation. * Adapt/revise the Observation Forms or Assessor’s Checklists, as well as any assessment tools and templates provided in each task so that they reflect the workplace activities that are typically performed in the candidate’s organisation and the policies and procedures of the candidate’s organisation.   **IMPORTANT:**  **Any contextualisation required must be completed before distributing the assessment workbooks and associated assessment tools to the students.**  **When contextualising the tasks for your RTO and your candidate, ensure the assessment tasks and benchmark performance still address the relevant unit requirements and assessment requirements in compliance with Standards for RTOs 2015 Clause 1.8-1 Principles of assessment and Clause 1.8-2 Rules of evidence.** |

### Simulating the Assessments

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| **INSTRUCTIONS TO THE ASSESSOR**  This workplace assessment must be conducted in the context of a workplace in the community services and health industry, in a real workplace or a simulated workplace environment.  Where a real workplace is not available, the assessor must conduct the assessment in a simulated workplace environment where conditions are typical of those experienced in a real workplace.  Even if the assessment is undertaken in a simulated workplace environment, it must still provide the candidate with access to all the resources required to complete this assessment, e.g. if the task requires the candidate to refer to organisational processes for dispute resolution processes, they must still be provided with actual/simulated organisational processes for dispute resolution processes.  **To simulate the tasks:**  Adapt/revise the instructions provided in each task so that they can be completed in a simulated environment. This may involve but is not limited to:   * Providing additional contextual information such as details of a simulated building and construction project. * Providing simulated workplace documents such as policies and procedures, job descriptions, copies of employment agreements, etc.   **IMPORTANT:**  **Any preparation required to simulate the assessments must be completed before distributing the assessment workbooks and associated assessment tools to the students.**  **When simulating the assessments for the candidate, the assessor must ensure the assessment tasks and benchmark performance still address the relevant unit requirements and assessment requirements in compliance with Standards for RTOs 2015 Clause 1.8-1 Principles of assessment and Clause 1.8-2 Rules of evidence.** |

## Task 1 – Reflect on Your Personal Values and Attitudes

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| Application  Description automatically generated with low confidence | To complete this task, you must:   1. Reflect on your personal values and attitudes. 2. Create two strategies to ensure that your work is carried out in a non-judgmental manner.   Use your organisation’s template for documenting personal reflections and strategies involving your values and attitudes, or you may use the **Reflective Journal** template provided along with this workbook to document your reflection.  You will be assessed on:   * Practical knowledge of your personal values and attitudes * Practical skills relevant to creating strategies to ensure non-judgmental practice   Before starting this task, review the **Workplace Assessment Task 1 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit your Reflective Journal to your assessor. |

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| *Mapping: CHCLEG001 PC2.5*  **Marking guide**  **Reflective Journal**  The candidate must submit a completed Reflective Journal. Their submission must document the following:   * A general reflection of their personal values and attitudes * Personal values that may affect their judgment and work practices * Personal attitudes that may affect their judgment and work practices * Strategies to ensure non-judgmental practice   **To the assessor:** Note that part of this assessment is a reflection activity. While there are no wrong or right answers since the candidate’s responses will be based on their personal values and attitudes, their submission must satisfactorily meet the criteria outlined in *Workplace Assessment Task 1 – Assessor’s Checklist.*  **Workplace Assessment Task 1 - Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s Reflective Journal submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* |

## Preliminary Task: Before Proceeding With Workplace Assessment Task 2.1 – 3.2

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| For Tasks 2.1 to 3.2, you are required to perform work activities as a community services and health worker in accordance with legal and ethical requirements in at least three different situations.  Before the assessment, the candidate must consult the assessor to secure and confirm details about the workplace activities that they will perform as part of this workplace assessment.  This includes details on:   * The candidate’s organisation   + Name of the organisation   + A supervisor, HR manager or other appropriate person to whom you must report breaches of legal or ethical responsibilities   + Supervisors and colleagues whom you can approach with feedback and suggestions * Three workplace activities to be carried out by the candidate   Additionally, the assessor must contextualise the assessment tasks in this workbook and the Assessor’s Checklists and Observation Forms to reflect the above details.  Here is an example of workplace activities that you will perform as part of this workplace assessment:   |  | | --- | | **Workplace Activities** | | 1. Assist Susan S., a client, in accessing leisure activities for people with disability. | | 1. Provide James O., a stakeholder, with a summary of Susan’s development progress. | | 1. Encode personal records of various clients into the organisation’s system. |   When you have secured or confirmed three workplace activities that you must perform as part of this assessment, record these activities along with other important details in the spaces provided below. |

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| *Mapping: Provided in each Workplace Assessment Task below.*  **Marking guide**  For Tasks 2.1 to 3.2, the candidate is required to perform work activities as a community services and health worker in accordance with legal and ethical requirements in at least three different situations.  Before the assessment, the candidate must consult the assessor to secure and confirm details about the workplace activities that they will perform as part of this workplace assessment.  As documentation of this, the candidate must record below:   * The candidate’s organisation * Name of the organisation * A supervisor, HR manager or other appropriate person to whom you must report breaches of legal or ethical responsibilities * Supervisors and colleagues whom you can approach with feedback and suggestions * Three workplace activities to be carried out by the candidate |

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| **Organisation** | |
| Name of the Organisation |  |
| Supervisor, HR manager or other appropriate person in charge of receiving reports of breaches of legal or ethical responsibilities |  |
| Supervisors and colleagues whom you can approach with feedback and suggestions | Supervisor 1: |
| Supervisor 2: |
| Colleague 1: |
| Colleague 2:  *Modify answer fields as necessary.* |

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| **Workplace Activities** |
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## Task 2.1 – Perform Workplace Activities

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| Application  Description automatically generated with low confidence | While being observed by your assessor, perform the workplace activities identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2*.  During the course of this assessment, you will:   * Complete each workplace activity in accordance with legal and ethical requirements you identified in Practical Assignment Task 4 and Task 5, and your workplace’s policies and procedures. * Use the strategies for ensuring non-judgmental practice that you created in Workplace Assessment Task 1. * Use effective problem-solving techniques when exposed to competing value systems.   You will be assessed on:   * Practical knowledge of legal and ethical requirements that apply to your role * Practical skills relevant to completing workplace activities * Practical skills relevant to solving problems involving competing values systems   Before starting this task, review the **Workplace Assessment Task 2.1 – Observation Form** provided along with this workbook. This form lists all the practical skills you need to demonstrate while completing this task.  **You must perform this task thrice, once for each workplace activity you are required to perform as part of this Workplace Assessment.**  Your assessor will also:   * Provide you with organisation policies, procedures and protocols for your reference, and discuss these documents with you. * Organise workplace resources required for you to complete this assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit a copy of your organisation’s policies, procedures and protocols to your assessor. |

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| *Mapping: PC1.3, PC2.3, PC2.6, PE1.0*  **Marking guide**   |  | | --- | | **IMPORTANT: The candidate must complete this task thrice, once for each of the workplace activities they are required to perform as part of this Workplace Assessment.**  **Additionally, the assessor must accomplish three Observation Forms.** |   **Workplace Assessment Task 2.1 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while performing the workplace activities identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2.*  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*.  Additionally, this *Observation Form* must be adapted by the assessor to:   * Align it with the workplace activity that the candidate must perform as part of this assessment. * Ensure that it adheres to the policies and procedures of the candidate’s organisation.   **Copy of organisation’s policies, procedures and protocols**  The candidate must submit a copy of their organisation’s policies, procedures and protocols.  These copies must include the policies, procedures and protocols of the candidate’s organisation that they adhered to while performing the workplace activities identified in *Preliminary Task: Before Proceeding With Workplace Assessment Task 2.1 – 3.2*.  The assessor must use this document as reference when completing the *Workplace Assessment Task 2.1 – Observation Form.* |

## Task 2.2 –Recognise Issues in the Workplace

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| Application  Description automatically generated with low confidence | While completing the three workplace activities identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2*, you must recognise and record the following:   * At least one potential breach of legal requirements * At least one actual breach of legal requirements * At least two potential ethical issues * At least two potential ethical dilemmas * At least one potential conflict of interest * At least one instance of an actual conflict of interest   Use your organisation’s template for recording issues and breaches in the workplace, or you may use the **Issues Log** template provided along with this workbook.  You will be assessed on:   * Practical knowledge of legal and ethical issues in the workplace * Practical knowledge of conflicts of interest * Practical skills relevant to responding to legal and ethical issues appropriately * Practical skills relevant to recording issues according to the policies and procedures of the workplace   Before starting this task, review the **Workplace Assessment Task 2.2 – Assessor’s Checklist** provided along with this workbook. This form lists the criteria your submission must address to complete this task satisfactorily.  Your assessor will also:   * Provide you with access to the following:   + Current legislation, regulations and codes of practice that are relevant to your work role   + Organisation Policies, Procedures and Protocols |

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|  | * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the following to your assessor:   * Accomplished Issues Log Template * Evidence of issues, including: * potential and actual breaches of legal requirements * potential issues and dilemmas * potential and actual conflicts of interest   Evidence can be in the form of photos, signed narrative reports, inspection reports and other relevant forms of documentation.   * Evidence of actions taken after identifying each issue logged.   Evidence can be any form of documentation on adjustments to procedures, changes to work practices and other relevant workplace changes. |

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| *Mapping: CHCLEG001 PC1.4 (p), PC2.4 (p), PC2.8 (p), PE2.0 (p)*  **Marking guide**  **Issues Log**  The candidate must submit a completed *Issues Log (or a similar document).*  For each issue identified, the Issues Log must record the following information:   * Description of events and observations   + Whether the event is an actual or a potential event * Requirement/s Breached * Whether the requirement/s were legal or ethical in nature * Actions Taken   For a satisfactory performance, the candidate’s submission must meet the criteria listed in the *Workplace Assessment Task 2.2 – Assessor’s Checklist*. |

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| **Workplace Assessment Task 2.2 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the candidate’s *Issues Log* submission.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.*  **Evidence of issues**  The candidate must submit evidence of issues provided in the Issues Log. This includes:   * potential and actual breaches of legal requirements * potential issues and dilemmas * potential and actual conflicts of interest   The evidence can be in the form of photographs, narrative statements, video recordings and other forms of documentation.  The assessor must use this document as reference when completing the *Workplace Assessment Task 2.2 – Assessor’s Checklist*.  **Evidence of actions taken after identifying each issue logged**  These evidences must show actions that are:   * consistent with the policies and procedures of the organisation * resolutions to the issues identified by the candidate   The evidence can be any form of documentation on adjustments to procedures, changes to work practices and other relevant workplace changes.  The assessor must use this document as reference when completing the *Workplace Assessment Task 2.2 – Assessor’s Checklist*. |

## Task 2.3 – Report Issues to Appropriate Persons

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| Application  Description automatically generated with low confidence | While being observed by your supervisor, meet with your supervisor, HR manager or other appropriate person that was identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2* to discuss the issues you have identified.  Use your organisation’s template for recording meeting minutes, or you may use the **Meeting Minutes** template provided along with this workbook.  You will be assessed on:   * Practical skills relevant to reporting issues in the workplace   Before starting this task, review the **Workplace Assessment Task 2.3 – Observation Form** provided along with this workbook. This form lists all the practical skills you need to demonstrate while completing this task.  Your assessor will also:   * Provide you with the copy of organisational procedures for reporting breaches for your reference and discuss this with you. * Provide you with access to the following:   + Current legislation, regulations and codes of practice that are relevant to your work role   + Organisation Policies, Procedures and Protocols * Organise workplace resources required for you to complete this assessment. * Discuss with you the practical skills listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task. |
|  | After completing this task, submit the following to your assessor:   * Accomplished Meeting Minutes Template * Copy of organisational procedures for reporting breaches |

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| *Mapping: CHCLEG001 PC1.4 (p) PC2.4(p), PC2.8 (p), PE2.0 (p)*  **Marking guide**  **Workplace Assessment Task 2.3 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while meeting with their supervisor, HR manager or other appropriate person to discuss the issues they have identified  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*.  Additionally, this *Observation Form* must be adapted by the assessor to:   * Align it with the workplace activity that the candidate must perform as part of this assessment. * Ensure that it adheres to the policies and procedures of the candidate’s organisation.   **Meeting Minutes Template**  The candidate must submit a completed *Meeting Minutes Template (or a similar document).*  The Meeting Minutes Template must record information on:   * The meeting details   + Purpose of the meeting   + Date of the meeting   + Time of the meeting   + Location of the meeting * The meeting participants   + The facilitator’s (candidate’s) name   + The note-taker   + Attendees |

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| * Action items to address the issues identified:   + Action items   + Persons assigned to each action item   + Due date for each action item   The assessor must use this document as reference when completing the *Workplace Assessment Task 2.3 – Observation Form*.  **Copy of organisational procedures for reporting breaches**  The candidate must submit a copy of their organisation’s procedures for reporting breaches.  These copies must include the procedures of the candidate’s organisation that they adhered to while meeting with their supervisor, HR manager or other appropriate person that was identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2* to discuss the issues they have identified.  The assessor must use this document as reference when completing the *Workplace Assessment Task 2.3 – Observation Form*. |

## Task 3.1 – Suggest Improvements to Work Practices

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| Application  Description automatically generated with low confidence | To complete this task, you must:   1. Suggest improvements to work practices to meet legal and ethical responsibilities.   You must answer the supplementary questions below as part of this step.   1. Arrange a meeting with your supervisors and colleagues. 2. Meet with your supervisors and colleagues to share feedback regarding workplace practices and organisational policies, procedures and protocols.   Use your organisation’s template for recording meeting minutes, or you may use the **Meeting Minutes** template provided along with this workbook.  You will be assessed on:   * Practical skills relevant to suggesting improvements to meet job responsibilities * Practical skills relevant to sharing feedback to colleagues and supervisors   Before starting this task, review the **Workplace Assessment Task 3.1 – Observation Form** provided along with this workbook. This form lists all the practical skills you need to demonstrate while completing this task.  Your assessor will also:   * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Observation Form prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the accomplished Meeting Minutes Template to your assessor. |

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| *Mapping: CHCLEG001 PC3.2, PE3.0 (p)*  **Marking guide**  **Workplace Assessment Task 3.1 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while   * Arranging a meeting with their supervisors and colleagues. * Meeting with their supervisors and colleagues to share feedback regarding workplace practices and organisational policies, procedures and protocols.   This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*.  Additionally, this *Observation Form* must be adapted by the assessor to ensure that it adheres to the policies and procedures of the candidate’s organisation.  **Meeting Minutes**  The candidate must submit a completed *Meeting Minutes Template (or a similar document).*  The *Meeting Minutes Template* must record information on:   * Discussion on the organisation’s compliance with legal requirements * Discussion on the organisation’s compliance with ethical responsibilities * The summary of suggestions on how protocols and work practices can be improved to meet legal and ethical responsibilities * All questions, feedback and suggestions raised by the meeting participants * All action items that were discussed during the meeting   The assessor must use this document as reference when completing the *Workplace Assessment Task 3.1 – Observation Form*. |

### Task 3.1 – Supplementary Questions

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| Application  Description automatically generated with low confidence | Access and review the following:   * your organisation’s protocols and work practices * The legal requirements you identified in Practical Assignment Task 4 * The ethical requirements you identified in Practical Assignment Task 5   Create suggestions for improving work practices by answering the questions below.  Submit relevant excerpts of your organisation’s protocols and work practices to your assessor. |
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| *Mapping: CHCLEG001 PC3.1, PE3.0 (p)*  **Marking guide**  The candidate must create suggestions for improving work practices by answering the questions below. They must also submit relevant excerpts of their organisation’s protocols and work practices to their assessor.  For a satisfactory performance, the candidate’s responses must reflect   * the actual protocols and work practices that the candidate accessed and reviewed * the legal requirements that they identified in Practical Assignment Task 4 * the ethical requirements they identified in Practical Assignment Task 5   To assess this, the assessor must:   * obtain excerpts of the organisational protocols and work practices that the candidate referred to * review the legal requirements that the candidate identified in Practical Assignment Task 4 * review the ethical requirements that the candidate identified in Practical Assignment Task 5 * review the candidate’s responses against the information contained in these documents   Additional marking guides and benchmark answers are provided below to guide the assessor in assessing the candidate’s responses.  The candidate must also submit *relevant excerpts of their organisation’s protocols and work practices* to their assessor for their reference. | |

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| 1. Identify a protocol or work practice that does not abide by any relevant legal requirement. Provide the legal requirement that this protocol or work practice breaches.   The candidate must identify a protocol or work practice that does not abide by any relevant legal requirement. The candidate must also provide the legal requirement being breached by the protocol or work practice they identified.  For a satisfactory performance, their response must be:   * consistent with the excerpts of their organisation’s protocols and work practices that they accessed and reviewed * a protocol or work practice that is in clear violation of a legal requirement that the candidate identified in Practical Assignment Task 4   When assessing the candidate’s response, the assessor must check:   * the excerpts from the protocols and work practices of the candidate’s organisation * the legal requirements that the candidate identified in Practical Assignment Task 4   Sample answers are provided below for the assessor’s reference.   |  |  | | --- | --- | | **Protocol or Work Practice** | | | 11.17. Daily updates on client logs. To ensure the proper documentation of clients’ physical, mental and emotional state or progression, workers must record all relevant discussions they had with the client. These must consist of word-per-word recordings of what clients said to them, to other clients, to their friends or family, or to other stakeholders. | | | **Legal requirement being breached** | Privacy Act 1988:  An act or practice of an APP entity is an interference with the privacy of an individual if:   * the act or practice breaches an Australian Privacy Principle in relation to personal information about the individual; or * the act or practice breaches a registered APP code that binds the entity in relation to personal information about the individual. | |

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| 1. Suggest an improvement to protocols or work practices to ensure that they abide by the identified legal requirements.     The candidate must suggest an improvement to protocols or work practices to ensure that they abide by the identified legal requirements.  For a satisfactory performance, the candidate’s response must be:   * An improvement to the protocols or work practices they identified in the previous item * An adjustment that will ensure that the protocols or work practices fully abide by the legal requirement identified in the previous item   Sample answers are provided below for the assessor’s reference:  11.17. Daily updates on client logs. To ensure the proper documentation of clients’ physical, mental and emotional state or progression, workers must communicate with clients on a regular basis and inquire regarding how they feel and whether they are satisfied with the company’s services. Consent must be secured to place their feedback into the company database for record-keeping purposes. |

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| 1. Identify a protocol or work practice that does not abide by any relevant ethical requirement. Provide the ethical responsibility that this protocol or work practice breaches.   The candidate must identify a protocol or work practice that does not abide by any relevant ethical requirement. The candidate must also provide the ethical requirement being breached by the protocol or work practice they identified.  For a satisfactory performance, their response must be:   * consistent with the excerpts of their organisation’s protocols and work practices that they accessed and reviewed * a protocol or work practice that is in clear violation of an ethical requirement that the candidate identified in Practical Assignment Task 5   When assessing the candidate’s response, the assessor must check:   * the excerpts from the protocols and work practices of the candidate’s organisation * the legal requirements that the candidate identified in Practical Assignment Task 5   Sample answers are provided below for the assessor’s reference.   |  |  | | --- | --- | | **Protocol or Work Practice** | | | 23.05. Connecting with the client’s family and inner circle. Once a week, workers are expected to meet with the client’s family, carers or relevant other to discuss the client’s physical, emotional and mental state or progression. During these meetings, workers are required to be friendly and social. Workers are encouraged to hold discussions, even ones not concerning the client, to develop a strong relationship with the client’s inner circle and encourage trust. | | | **Ethical responsibility being breached** | Work Role Boundaries:   * Workers must not socialise with clients or their families, carers or relevant other outside of their shift * Workers must communicate with clients’ families, carers or relevant other to discuss events or concerns involving the client under their care | |

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| 1. Suggest an improvement to protocols or work practices to ensure that they abide by the identified ethical requirements.     The candidate must suggest an improvement to protocols or work practices to ensure that they abide by the identified ethical requirements.  For a satisfactory performance, the candidate’s response must be:   * An improvement to the protocols or work practices they identified in the previous item * An adjustment that will ensure that the protocols or work practices fully abide by the ethical requirement identified in the previous item   Sample answers are provided below for the assessor’s reference:  23.05. Connecting with the client’s family and inner circle. Once a week, workers are required to communicate a summary of the client’s physical, mental and emotional state or progression to their family, carers or relevant other. Workers must accomplish this through the recipients’ preferred method of communication, e.g. via email, a phone call, or an in-person meeting within the company premises, within work hours. Workers must not attempt to communicate with the clients’ family, friends or relevant others outside of their shift, or through non-approved methods. |

## Task 3.2 – Contribute to Workplace Improvements

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| Application  Description automatically generated with low confidence | To complete this task, you must:   1. Check for indications that there is a need to review and develop policies or protocols.   You must answer the supplementary questions below as part of this step.   1. Participate in the review of at least two policies and at least two protocols with relevant stakeholders.   Use your organisation’s template for recording meeting minutes, or you may use the **Meeting Minutes** template provided along with this workbook.   1. Develop two new policies and two new protocols to address issues with previous policies and protocols.   Submit **evidence of the new policies and protocols** to your assessor.  You will be assessed on:   * Practical skills relevant to reviewing your organisation’s policies and protocols. * Practical skills relevant to drafting new policies and protocols.   Before starting this task, review the following forms provided along with this workbook:   * **Workplace Assessment Task 3.2 – Observation Form**   This form lists all the practical skills you need to demonstrate while completing this task.   * **Workplace Assessment Task 3.2 – Assessor’s Checklist**   This form lists the criteria your submission must address to complete this task satisfactorily. |
|  | Your assessor will also:   * Provide you with organisation policies, procedures and protocols for your reference. * Organise workplace resources required for you to complete this assessment. * Discuss with you the requirements listed in the Observation Form prior to the assessment. * Discuss with you the requirements listed in the Assessor’s Checklist prior to the assessment. * Address your queries and concerns regarding this task.   After completing this task, submit the following to your assessor:   * Evidence of new policies and protocols   Evidence can be in the form of:   * + Screenshots of policies and protocols   + Printed copies of policies and protocols   + Other forms of documentation directly showing the newly developed policies and procedures |
| *Mapping: PC3.3 (p) PE3.0 (p)*  **Marking guide**  **Workplace Assessment Task 3.1 – Observation Form**  The *Observation Form* must be completed by the assessor. The form must document the assessor’s observations on the candidate’s performance while participating in the review of policies and protocols with relevant stakeholders.  This form lists all the practical skills that the candidate must demonstrate while completing this task.  For a satisfactory performance, the candidate must demonstrate each practical skill listed in this form, i.e. assessor has ticked YES in all items of the *Observation Form*.  Additionally, this *Observation Form* must be adapted by the assessor to ensure that it adheres to the policies and procedures of the candidate’s organisation.  **Workplace Assessment Task 3.2 – Assessor’s Checklist**  The *Assessor’s Checklist* must be completed by the assessor. The form must document the assessor’s assessment of the *evidence of new policies and protocols* that the candidate submitted.  This form outlines the criteria that the candidate’s submission must meet.  For satisfactory performance, the candidate’s submission must meet all criteria listed here, i.e. assessor has ticked YES in all items of the *Assessor’s Checklist.* | |

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| **Evidence of Opportunities to Review and Develop Your Organisation’s Policies or Protocols**  The candidate must submit evidence of the opportunities they identified to review and develop their organisation’s policies or protocols. The evidence can be in the form of:   * Issues logged that show that there are legal or ethical responsibilities that are not being addressed * A request from a stakeholder to review a policy or procedure * A recent change in any legislation, standard, code of conduct, code of practice or any basis for legal and ethical responsibilities in the candidate’s workplace   The assessor must use this document as reference when completing the *Workplace Assessment Task 3.2 – Observation Form*.  **Evidence of New Policies and Protocols**  The candidate must submit evidence that they developed two new policies and two new protocols.  These documents must show:   * two new policies and two new protocols * a brief statement on why the organisation needs the new policies and protocols * contextual information on who is affected by these policies and protocols * a short title for the proposed policies and protocols * a brief text of the proposed policies and protocols * name of the previous version that the proposed policies and protocols will replace * name of the department or manager who will be in charge of enforcing compliance * legal and ethical bases for the proposal * associated procedures   For a satisfactory performance, the candidate’s submission must meet the criteria listed in the *Workplace Assessment Task 3.2 – Assessor’s Checklist*. |

### Task 3.2 – Supplementary Questions

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| Application  Description automatically generated with low confidence | Access and review the following documents:   * your organisation’s issues log * requests or complaints sent to your organisation by stakeholders to review or revise a policy or procedure * changes to legislations or regulations that are sources of legal requirements you identified in Practical Assignment Task 4 * changes to industry standards or codes of conduct or practice that are sources of ethical requirements you identified in Practical Assignment Task 5 * The legal requirements you identified in Practical Assignment Task 4 * The ethical requirements you identified in Practical Assignment Task 5   Complete the table below by:   1. Identifying at least four (4) legal or ethical responsibilities that are not addressed by any of your organisation’s existing policies and protocols. 2. Identifying the relevant document (e.g. issues log, letter of request or complaint, changes to legislations and codes, etc.) that reflects the need to address each requirement.   Submit copies of all relevant documents you accessed and reviewed to your assessor. This may include any of the following:   * a copy of your organisation’s issues log * letters of request or complaints sent by stakeholders * summary of changes to legislations or regulations relevant to your organisation * changes to industry standards or codes of conduct or practice relevant to your organisation * other documents that show that there is a need to review and develop organisational policies and protocols |
| *Mapping: CHCLEG001 PC3.3 (p)*  **Marking guide**  The candidate must complete the table below by:   * 1. Identifying at least four (4) legal or ethical responsibilities that are not addressed by any of their organisation’s existing policies and protocols.   For a satisfactory performance, the candidate’s response must be at least four legal or ethical responsibilities that are not addressed by any of their organisation’s existing policies and protocols.  To assess this, the assessor must review the policies and procedures of the candidate’s organisation to confirm whether there are no existing policies or protocols that address the legal and ethical responsibilities that the candidate identified.   * 1. Identifying the relevant document (e.g. issues log, letter of request or complaint, changes to legislations and codes, etc.) that reflects the need to address each requirement.   For a satisfactory performance, the candidate’s responses must be any of the following:   * + their organisation’s issues log   + requests or complaints sent by stakeholders to review or revise a policy or procedure   + changes to legislations or regulations that are sources of legal requirements they identified in Practical Assignment Task 4   + changes to industry standards or codes of conduct or practice that are sources of ethical requirements they identified in Practical Assignment Task 5   The candidate must submit copies of all relevant documents they accessed and reviewed to their assessor. The assessor must check whether the candidate’s responses reflect the contents of the actual documents that they accessed and reviewed  Model answers are provided below for the assessor’s reference.  The candidate must also submit *all relevant documents that they accessed and reviewed* to their assessor for their reference. This can include:   * a copy of their organisation’s issues log * letters of request or complaints sent by stakeholders * summary of changes to legislations or regulations relevant to their organisation * changes to industry standards or codes of conduct or practice relevant to their organisation * other documents that show that there is a need to review and develop organisational policies and protocols | |

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| **Unaddressed Legal or Ethical Responsibilities** | **Relevant Document** |
| All workers must participate in relevant workplace training as part of their legal requirement to undergo Continuing Professional Development (CPD) activities. | Complaint by a stakeholder |
| All workers must know and understand the terms and conditions of their employment as part of their legal responsibilities. | Recent changes to Health Professionals and Support Services Award |
| All workers must demonstrate respect and acknowledgment of the client’s views, as part of their ethical responsibilities under the National Code of Conduct for Health Care Workers. | Complaint by a stakeholder |
| Workers must call the attention of any colleagues who are displaying unsafe work practices, as part of their ethical responsibilities under work health and safety. | Organisation’s issues log |

# Assessment Workbook Checklist

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| **TO THE CANDIDATE**  When you have completed this assessment workbook, review your work, and ensure that: | |
|  | |
|  | You have completed all the Knowledge Assessments Questions. |
|  | You have completed the Practical Assessments in this workbook: |
|  | Case Study Task 1.1 |
|  | Case Study Task 1.2 |
|  | Case Study Task 2.1 |
|  | Case Study Task 2.2 |
|  | Case Study Task 3.1 |
|  | Case Study Task 3.2 |
|  | Practical Assignment Task 1 |
|  | Practical Assignment Task 2 |
|  | Practical Assignment Task 3 |
|  | Practical Assignment Task 4 |
|  | Practical Assignment Task 5 |
|  | Workplace Assessment Task 1 |
|  | Workplace Assessment Task 2.1 |
|  | Workplace Assessment Task 2.2 |
|  | Workplace Assessment Task 2.3 |
|  | Workplace Assessment Task 3.1 |
|  | Workplace Assessment Task 3.1 – Supplementary Questions |
|  | Workplace Assessment Task 3.2 |
|  | Workplace Assessment Task 3.2 – Supplementary Questions |
|  | You have saved and submitted the following evidence: |
|  | This completed workbook |
|  | Assessment Workbook Cover Sheet signed and scanned |
|  | Case Study Task 3.1 – Incident Report Form |
|  | Practical Assignment Task 1 – Excerpt of legislation |
|  | Practical Assignment Task 1 – Excerpt of organisation’s policies and procedures |
|  | Practical Assignment Task 2 – Excerpt of organisation’s policies and procedures |
|  | Practical Assignment Task 2 – Copy of organisation’s relevant disciplinary policy |
|  | Practical Assignment Task 3 – Copy of human rights instruments |
|  | Practical Assignment Task 3 – Copy of organisation’s relevant disciplinary policy |
|  | Practical Assignment Task 4 – Excerpts from current sources of information on relevant legal requirements rights and responsibilities |
|  | Practical Assignment Task 5 – Excerpts from current sources of information on relevant ethical requirements rights and responsibilities |
|  | Workplace Assessment Task 1 – Reflective Journal |
|  | Workplace Assessment Task 2.1 – Copy of organisation’s policies, procedures and protocols |
|  | Workplace Assessment Task 2.2 – Issues Log |
|  | Workplace Assessment Task 2.2 – Evidence of issues |
|  | Workplace Assessment Task 2.2 – Evidence of actions taken |
|  | Workplace Assessment Task 2.3 – Meeting Minutes |
|  | Workplace Assessment Task 2.3 – Copy of organisational procedures for reporting breaches |
|  | Workplace Assessment Task 3.1 – Meeting Minutes |
|  | Workplace Assessment Task 3.1 – Supplementary Questions – Relevant excerpts of organisational protocols and work practices |
|  | Workplace Assessment Task 3.2 – Meeting Minutes |
|  | Workplace Assessment Task 3.2 – Evidence of new policies and protocols |
|  | Workplace Assessment Task 3.2 – Supplementary Questions – Copies of relevant documents |

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| **IMPORTANT:**  **You must achieve a satisfactory result in ALL assessment tasks to be deemed COMPETENT for the unit/s relevant to this workbook.**  To be deemed satisfactory in the assessments contained in this workbook, you must successfully complete all the requirements listed above according to the prescribed benchmarks provided to the assessor. |

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| **TO THE ASSESSOR**  When you have completed assessing the assessment workbook, review the candidate’s submissions against the checklist below: | |
|  | |
|  | The candidate has completed all the Knowledge Assessments Questions. |
|  | The candidate has completed the Practical Assessments in this workbook: |
|  | Case Study Task 1.1 |
|  | Case Study Task 1.2 |
|  | Case Study Task 2.1 |
|  | Case Study Task 2.2 |
|  | Case Study Task 3.1 |
|  | Case Study Task 3.2 |
|  | Practical Assignment Task 1 |
|  | Practical Assignment Task 2 |
|  | Practical Assignment Task 3 |
|  | Practical Assignment Task 4 |
|  | Practical Assignment Task 5 |
|  | Workplace Assessment Task 1 |
|  | Workplace Assessment Task 2.1 |
|  | Workplace Assessment Task 2.2 |
|  | Workplace Assessment Task 2.3 |
|  | Workplace Assessment Task 3.1 |
|  | Workplace Assessment Task 3.1 – Supplementary Questions |
|  | Workplace Assessment Task 3.2 |
|  | Workplace Assessment Task 3.2 – Supplementary Questions |
|  | The candidate has saved and submitted the following evidence: |
|  | This completed workbook |
|  | Assessment Workbook Cover Sheet signed and scanned |
|  | Case Study Task 3.1 – Assessor’s Checklist |
|  | This completed workbook |
|  | Assessment Workbook Cover Sheet signed and scanned |
|  | Case Study Task 3.1 – Incident Report Form |
|  | Practical Assignment Task 1 – Excerpt of legislation |
|  | Practical Assignment Task 1 – Excerpt of organisation’s policies and procedures |
|  | Practical Assignment Task 2 – Excerpt of organisation’s policies and procedures |
|  | Practical Assignment Task 2 – Copy of organisation’s relevant disciplinary policy |
|  | Practical Assignment Task 3 – Copy of human rights instruments |
|  | Practical Assignment Task 3 – Copy of organisation’s relevant disciplinary policy |
|  | Practical Assignment Task 4 – Excerpts from current sources of information on relevant legal requirements rights and responsibilities |
|  | Practical Assignment Task 5 – Excerpts from current sources of information on relevant ethical requirements rights and responsibilities |
|  | Workplace Assessment Task 1 – Reflective Journal |
|  | Workplace Assessment Task 2.1 – Copy of organisation’s policies, procedures and protocols |
|  | Workplace Assessment Task 2.2 – Issues Log |
|  | Workplace Assessment Task 2.2 – Evidence of issues |
|  | Workplace Assessment Task 2.2 – Evidence of actions taken |
|  | Workplace Assessment Task 2.3 – Meeting Minutes |
|  | Workplace Assessment Task 2.3 – Copy of organisational procedures for reporting breaches |
|  | Workplace Assessment Task 3.1 – Meeting Minutes |
|  | Workplace Assessment Task 3.1 – Supplementary Questions – Relevant excerpts of organisational protocols and work practices |
|  | Workplace Assessment Task 3.2 – Meeting Minutes |
|  | Workplace Assessment Task 3.2 – Evidence of new policies and protocols |
|  | Workplace Assessment Task 3.2 – Supplementary Questions – Copies of relevant documents |

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| **IMPORTANT:**  **The candidate must achieve a satisfactory result in ALL assessment tasks to be deemed COMPETENT for the unit/s relevant to this workbook.**  To be deemed satisfactory in the assessments contained in this workbook, the candidate must successfully complete all the requirements listed above according to the prescribed benchmarks. |

# Record of Assessment (Assessor’s Use Only)

**To the Assessor:** Complete this Record of Assessment to document the assessment outcomes of the candidate. To complete the form:

* Provide all the required details in the Assessment Details Section
* For each unit of competency:
  + Tick S (Satisfactory), if the candidate has completed the assessment item according to the marking guide and prescribed benchmark answers.
  + Tick NYS (Not Yet Satisfactory) if the candidate has not completed the assessment item according to the marking guide and prescribed benchmark answers.
* Review and confirm that all evidence submissions from the candidate meet the Rules of Evidence. Tick S if satisfactory; otherwise, tick NYS if not yet satisfactory.
* Check all signatures provided by the candidate in their evidence submissions. Confirm if these match the signature the candidate provided to the Training Provider.
* Record all third-party personnel you contacted and provide the other required information.
* In the ‘Overall Result for this Workbook’ section of the form, tick S if the candidate has met all requirements in this form and all assessment items have been completed to a satisfactory level. Otherwise, tick NYS.
* Provide other comments and feedback on the candidate’s performance, as necessary.
* Complete the Assessor’s Declaration by filling in your details, date signed, and affixing your signature.

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| **RECORD OF ASSESSMENT** | |
| **Candidate’s Name** |  |
| **RTO Name** |  |
| **RTO Contact Number** |  |
| **RTO Email Address** |  |
| **Assessor’s Name** |  |
| **Unit of Competency** | CHCLEG001 - Work legally and ethically (Release 1) |

| **Knowledge Assessment** | **S** | **NYS** |
| --- | --- | --- |
| Question 1 |  |  |
| Question 2 |  |  |
| Question 3 |  |  |
| Question 4 |  |  |
| Question 5 |  |  |
| Question 6 |  |  |
| Question 7 |  |  |
| Question 8 |  |  |
| Question 9 |  |  |
| Question 10 |  |  |
| Question 11 |  |  |
| Question 12 |  |  |
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| Question 35 |  |  |
| Question 36 |  |  |
| Question 37 |  |  |
| Question 38 |  |  |
| Question 39 |  |  |
| Question 40 |  |  |
| Question 41 |  |  |
| Question 42 |  |  |

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| **Practical Assessment** | | |
| **Case Studies** | **S** | **NYS** |
| Task 1.1 |  |  |
| Task 1.2 |  |  |
| Task 2.1 |  |  |
| Task 2.2 |  |  |
| Task 3.1 |  |  |
| Task 3.2 |  |  |
| **Practical Assignment** | **S** | **NYS** |
| Task 1 |  |  |
| Task 2 |  |  |
| Task 3 |  |  |
| Task 4 |  |  |
| Task 5 |  |  |
| **Workplace Assessment** | **S** | **NYS** |
| Task 1 |  |  |
| Task 2.1 |  |  |
| Task 2.2 |  |  |
| Task 2.3 |  |  |
| Task 3.1 |  |  |
| Task 3.1 – Supplementary Questions |  |  |
| **Workplace Assessment** | **S** | **NYS** |
| Task 3.2 |  |  |
| Task 3.2 – Supplementary Questions |  |  |

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| --- | --- | --- |
| **Rules of Evidence** | **S** | **NYS** |
| All knowledge and skills evidence submissions are valid |  |  |
| All knowledge and skills evidence submissions are authentic |  |  |
| All knowledge and skills evidence submissions are sufficient |  |  |
| All knowledge and skills evidence submissions are current |  |  |

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| **Signature Authentication Checklist**  This checklist will guide you in authenticating the signatures provided by the candidate in their assessment workbook and evidence submissions.  Read each checklist item and tick the box only if you confirm that the item is a true and accurate reflection of the signature authentication you have conducted. | |
| **Checklist** | **Completed** |
| I have checked the signature provided by the candidate in the Assessment Workbook Cover Sheet against the signature they provided to the Training Provider. |  |
| I confirm the signature provided by the candidate in the Assessment Workbook Cover Sheet matches the signature they provided to the Training Provider. |  |
| I confirm ALL signatures provided by the candidate in their evidence submissions match with the signature they provided to the Training Provider. |  |

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| **Third-Party Verification Log**  **Instructions for the Assessor:**  You are required to contact all third-party personnel involved in the candidate’s assessment to verify the candidate’s performance and evidence submissions and to confirm with them whether the candidate’s evidence submissions are true and accurate.  Complete this Third-Party Verification Log to document your completion of this process. When completing this log, provide all of the following required information for each third-party personnel:   * Name of third-party personnel contacted * Role in the candidate’s assessment (e.g. workplace supervisor, observer, or candidate) * Contact details (phone number or email address) * Date contacted   You must also confirm that third-party personnel have verified the candidate’s evidence submissions are true and accurate. |

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| **Name of Third-party Contacted** | **Role in the Candidate’s Assessment** | **Contact Details (Phone number or email address)** | **Date contacted** | **Third-Party verifies evidence submissions of the candidate are true and accurate?** |
|  |  |  |  | Yes  No  Assessor’s Notes |
|  |  |  |  | Yes  No  Assessor’s Notes |
|  |  |  |  | Yes  No  Assessor’s Notes |
|  |  |  |  | Yes  No  Assessor’s Notes |

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| **Overall Result for the Relevant Workbook/s** | **Satisfactory** | **Not yet satisfactory** |
| Assessment Workbook |  |  |

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| **Overall Result for this Unit of Competency**  **IMPORTANT: To be deemed competent in the following unit of competency, the candidate must be marked Satisfactory in all the relevant workbook/s listed above.** | **Competent** | **Not yet competent** |
| CHCLEG001 – Work legally and ethically (Release 1) |  |  |

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| **Assessor’s comments/feedback** |
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| **Assessor Declaration**  I declare that the results recorded in this *Record of Assessment* are true and accurate. | |
| Assessor’s name | Assessor’s signature |
| Date signed |

End of Record of Assessment (For the Assessor’s Use Only)

**End of Document**