



**Copyright**

This document was developed by Compliant Learning Resources.

© 2023 Compliant Learning Resources.

All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without the prior written permission of Compliant Learning Resources.

**Version Control & Document History**

|  |  |  |
| --- | --- | --- |
| **Date** | **Summary of Modifications** | **Version** |
| 13 May 2022 | Version 1.0 released for publishing | 1.0 |
| 3 April 2023 | Version 1.1 endorsed for use   * Updated links in Knowledge Assessment Question 3 | 1.1 |
| 13 December 2023 | Version 1.2 Contextualisation for IIET | 1.2 |

# Table of Contents

[Introduction 5](#_Toc102581028)

[Competency-Based Assessments 6](#_Toc102581029)

[Assessing Nationally-Recognised Training 7](#_Toc102581030)

[Dimensions of Competency 9](#_Toc102581031)

[Reasonable Adjustment 9](#_Toc102581032)

[The Unit of Competency 10](#_Toc102581033)

[The Context of Assessment 11](#_Toc102581034)

[Assessment Methods 11](#_Toc102581035)

[Resources Required for Assessment 12](#_Toc102581036)

[Accessing External Links 12](#_Toc102581037)

[Assessment Workbook Cover Sheet 13](#_Toc102581038)

[Knowledge Assessment 15](#_Toc102581039)

[Practical Assessment 80](#_Toc102581040)

[Candidate Instructions 80](#_Toc102581041)

[Details About Your Workplace 81](#_Toc102581042)

[Your State/Territory 83](#_Toc102581043)

[Case Studies 84](#_Toc102581044)

[Overview 84](#_Toc102581045)

[Lotus Compassionate Care 86](#_Toc102581046)

[Case Study 1 – Cindy Smith 87](#_Toc102581047)

[Task 1.1 – Legal and Ethical Considerations 87](#_Toc102581048)

[Task 1.2 – Responding to the Situation 88](#_Toc102581049)

[Case Study 2 – Joshua Black 89](#_Toc102581050)

[Task 2.1 – Legal and Ethical Considerations 90](#_Toc102581051)

[Task 2.2 – Responding to the Situation 90](#_Toc102581052)

[Case Study 3 – Morgan Wright 91](#_Toc102581053)

[Task 3.1 – Documenting Instance of Unethical Conduct 92](#_Toc102581054)

[Task 3.2 – Reporting Instance of Unethical Conduct 93](#_Toc102581055)

[Practical Assignment 94](#_Toc102581056)

[Overview 94](#_Toc102581057)

[Task 1 – Objectives and Key Components of a Specific Legislation in Area of Work 96](#_Toc102581058)

[Task 2 – Approaches Used in the Workplace 99](#_Toc102581059)

[Task 3 – Instruments Used in the Workplace 102](#_Toc102581060)

[Task 4 – Your Legal Requirements, Rights and Responsibilities 105](#_Toc102581061)

[Task 5 – Your Ethical Requirements, Rights and Responsibilities 110](#_Toc102581062)

[Workplace Assessment 115](#_Toc102581063)

[Overview 115](#_Toc102581064)

[Task 1 – Reflect on Your Personal Values and Attitudes 117](#_Toc102581065)

[Preliminary Task: Before Proceeding With Workplace Assessment Task 2.1 – 3.2 118](#_Toc102581066)

[Task 2.1 – Perform Workplace Activities 120](#_Toc102581067)

[Task 2.2 –Recognise Issues in the Workplace 121](#_Toc102581068)

[Task 2.3 – Report Issues to Appropriate Persons 123](#_Toc102581069)

[Task 3.1 – Suggest Improvements to Work Practices 124](#_Toc102581070)

[Task 3.1 – Supplementary Questions 125](#_Toc102581071)

[Task 3.2 – Contribute to Workplace Improvements 129](#_Toc102581072)

[Task 3.2 – Supplementary Questions 131](#_Toc102581073)

[Assessment Workbook Checklist 133](#_Toc102581074)

[Record of Assessment (Assessor’s Use Only) 139](#_Toc102581075)

# Introduction

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.**

# 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.

# 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

# 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**

|  |  |
| --- | --- |
| 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. | | | |
|  | | | |
| 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 |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: Children in the Workplace** | |
| **Legislation** |  |
| **Link** |  |
| **Legal Consideration** |  |
| **Section** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **All consequences of breaching this consideration** |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Ethical Consideration: Children in the Workplace** | |
| **Ethical Consideration** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |
| --- | --- |
| 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. |

|  |  |  |
| --- | --- | --- |
|  | **Ethical Considerations** | |
| **National Code of Conduct for Health Care Workers** | **Australian Community Workers Code of Ethics** |
| **Ethical Consideration** |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |
| **How this consideration impacts individual workers** |  |  |
| **One consequence of breaching this consideration** |  |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: First aid in the workplace** | |
| **Code of Practice** |  |
| **Legal Consideration** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: Managing noise in the workplace** | |
| **Code of Practice** |  |
| **Legal Consideration** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: Complainant Handling** | |
| **General Policy/Guidelines** |  |
| **Legal Consideration** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Managing Complaints** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the following questions regarding mandatory continuing professional development (CPD) requirements. |
|  | |
| 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: | |
| 1. Based on the policy you identified, how many hours of relevant professional development activities must you complete per year? | |
| 1. How are workers supported in meeting this requirement? | |
| 1. Identify three acceptable CPD activities. | |
| 1. Provide all consequences of not meeting the required number of CPD hours. | |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Continuing Professional Education** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  | **Legal Consideration** | | | |
| --- | --- | --- | --- | --- |
| **Racial Discrimination Act 1975** | **Disability Discrimination Act 1992** | **Sex Discrimination Act 1984** | **Age Discrimination Act 2004** |
| **Legal Consideration** |  |  |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |  |  |
| **How this consideration impacts individual workers** |  |  |  |  |
| **All consequences of breaching this consideration** |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Discrimination** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: Dignity of Risk** | |
| **Legislation** |  |
| **Link** |  |
| **Legal Consideration** |  |
| **Section** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Dignity of Risk** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: Duty of Care** | |
| **Legislation** |  |
| **Link** |  |
| **Legal Consideration** |  |
| **Section** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **All consequences of breaching this consideration** |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Duty of Care** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Ethical Consideration: Universal Declaration of Human Rights** | |
| **Article** |  |
| **Ethical Consideration** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the questions on human needs and human rights provided below. |
|  | |
| 1. How are human rights related to human needs? | |
| 1. Define human rights based approaches. | |
| 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. | |
| 1. Identify two international human rights instruments used in the workplace. | |
| 1. Identify four international treaties that define the international Human Rights Framework. | |

|  |  |
| --- | --- |
| 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. |

|  | **Legal Considerations:** | | |
| --- | --- | --- | --- |
| **Freedom of Association** | **Collective Bargaining** | **Work Equality** |
| **Legal Consideration** |  |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |  |
| **How this consideration impacts individual workers** |  |  |  |
| **One consequence of breaching this consideration** |  |  |  |

|  |  |
| --- | --- |
| 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. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Ethical Considerations** | | |
| **Responsibilities of Workers** | **Responsibilities of Employers** | **Responsibilities of Clients** |
| **Ethical Consideration** |  |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |  |
| **How this consideration impacts individual workers** |  |  |  |
| **One consequence of breaching this consideration** |  |  |  |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the following questions relevant to the Fair Work Act 2009. |
|  | |
| 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. | |
| 1. Identify the consequence that the employer will face if they fail to fulfill the obligation identified in item (i). | |
| 1. Identify one legal consideration relevant to an employer’s obligation in relation to pay slips based on the Fair Work Act 2009. | |
| 1. Identify the consequence that the employer will face if they fail to fulfill the obligation identified in item (iii). | |
| 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: | |
| 1. Identify the consequence that the employer will face if they unfairly dismiss an employee. | |
| 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. | |
| 1. Identify the consequence that the employer will face if they fail to meet the necessary conditions for standing down an employee. | |
| 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. | |
| 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. | |

|  |  |
| --- | --- |
| 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. |

|  | **Legal Considerations** | |
| --- | --- | --- |
| **APP 3 Collection of solicited personal information** | **APP 6 Use or disclosure of personal information** |
| **Legal Consideration** |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |
| **How this consideration impacts individual workers** |  |  |
| **All consequences of breaching this consideration** |  |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Informed Consent** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration: Mandatory Reporting** | |
| **Legislation** |  |
| **Link** |  |
| **Legal Consideration** |  |
| **Section** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **All consequences of breaching this consideration** |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Mandatory Reporting** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Ethical Consideration: Practice Standard** | |
| **Practice Standard** |  |
| **Link** |  |
| **Ethical Consideration** |  |
| **Section** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **One consequence of breaching this consideration** |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Practitioner-Client Boundaries** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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. |

|  | **Legal Considerations: Privacy Act 1988** | | |
| --- | --- | --- | --- |
| **Privacy** | **Confidentiality** | **Disclosure of Information** |
| **Legal Consideration** |  |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |  |
| **How this consideration impacts individual workers** |  |  |  |
| **All consequences of breaching this consideration** |  |  |  |

|  |  |
| --- | --- |
| 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. |

|  | **Ethical Considerations** | | |
| --- | --- | --- | --- |
| **Privacy** | **Confidentiality** | **Disclosure of Information** |
| **Ethical Consideration** |  |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |  |
| **How this consideration impacts individual workers** |  |  |  |
| **One consequence of breaching this consideration** |  |  |  |

|  |  |
| --- | --- |
| 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. |

|  |  |  |
| --- | --- | --- |
| **Ethical Consideration: Policy Frameworks** | | |
| **Policy Framework** |  |  |
| **Ethical Consideration** |  |  |
| **How this consideration is applied in community services and health organisations** |  |  |
| **How this consideration impacts individual workers** |  |  |
| **One consequence of breaching this consideration** |  |  |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the following questions about legal considerations relevant to records management. |
|  | |
| 1. Identify the title of the international standard for records management. | |
| 1. Identify one legal consideration relevant to determining how long to retain records based on the international standard for records management. | |
| 1. Identify how the legal consideration identified is applied in community services and health organisations. | |
| 1. Identify how the legal consideration impacts individual workers. | |
| 1. Identify all the consequences of breaching the legal consideration identified. | |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Records Management** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 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. | | |
|  | | | |
|  | | **Responsibilities of Support Services Employees** | **Limitations of Support Services Employees** |
| **Employee Level 1** | |  |  |
| **Employee Level 2** | |  |  |
| **Employee Level 4** | |  |  |
| **Employee Level 6** | |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 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. | | |
|  | | | |
|  | | **Responsibilities of Social and Community Services Employees** | **Limitations of Social and Community Services Employees** |
| **Employee Level 1** | |  |  |
| **Employee Level 2** | |  |  |
| **Employee Level 4** | |  |  |
| **Employee Level 6** | |  |  |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the following questions about work-role boundaries. |
|  | |
| 1. Identify three practices that can allow employees to maintain a clear boundary between themselves and their clients. | |
| 1. Provide one possible consequence that can result from an employee not maintaining a clear boundary between themselves and their client. | |
| 1. Identify three practices that can allow employees to maintain a clear boundary between themselves and other workers within the organisation. | |
| 1. Provide one possible consequence that can result from an employee crossing boundaries between themselves and other workers in the organisation. | |

|  |  |
| --- | --- |
| 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. |

|  |  |
| --- | --- |
| **Legal Consideration Work Health and Safety** | |
| **Legislation** |  |
| **Link** |  |
| **Legal Consideration** |  |
| **Section** |  |
| **How this consideration is applied in community services and health organisations** |  |
| **How this consideration impacts individual workers** |  |
| **All consequences of breaching this consideration** |  |

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| **Ethical Consideration: Work Health and Safety** | | |
| **Ethical Consideration** | |  |
| **How this consideration is applied in community services and health organisations** | |  |
| **How this consideration impacts individual workers** | |  |
| **One consequence of breaching this consideration** | |  |

|  |  |
| --- | --- |
| 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 |
|  | |
| 1. Similarity between legal and ethical frameworks. | |
| 1. Difference between legal and ethical frameworks | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Explain how legal frameworks and ethical frameworks are interrelated. |
|  | |
|  | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. List two examples of legal issues that commonly arise in a support setting. |
|  | |
|  | |
|  | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. List two examples of ethical issues that commonly arise in a support setting. |
|  | |
|  | |
|  | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Provide the steps that need to be taken when developing workplace policies, procedures and protocols. |
|  | |
| *Modify answer fields as necessary* | |

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | 1. Answer the following questions regarding processes for reviewing workplace policies, procedures and protocols. |
|  | |
| 1. Identify two situations when policies, procedures and protocols should be reviewed. | |
| 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: | |
| 1. Identify two people who must be consulted whenever policies, procedures and protocols are being reviewed. | |
| 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. | |

# Practical Assessment

## 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

|  |
| --- |
| 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. |

|  |  |
| --- | --- |
| Your work role/title |  |
| Scope of your role |  |
| Organisation/workplace |  |
| Worksite/area |  |
| Industry/sector |  |
| State/territory (where your workplace is based) |  |

## Your State/Territory

|  |  |  |  |
| --- | --- | --- | --- |
| 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. | | | |
|  | | | |
| 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

|  |
| --- |
| **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

|  |
| --- |
| **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

|  |
| --- |
| **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

|  |  |
| --- | --- |
| 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. |
|  | |
| 1. Legal Consideration: | |
| 1. Ethical Consideration: | |

### Task 1.2 – Responding to the Situation

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | Based on your legal and ethical responsibilities, how will you respond to the given situation? |
|  | |
|  | |

## Case Study 2 – Joshua Black

|  |
| --- |
| **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

|  |  |
| --- | --- |
| 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. |
|  | |
| 1. Legal Consideration: | |
| 1. Ethical Consideration: | |

### Task 2.2 – Responding to the Situation

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | Based on your legal and ethical responsibilities, how will you respond to the given situation? |
|  | |
|  | |

## Case Study 3 – Morgan Wright

|  |
| --- |
| **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

|  |  |
| --- | --- |
| 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. |

### Task 3.2 – Reporting Instance of Unethical Conduct

|  |  |
| --- | --- |
| 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. |

# Practical Assignment

## Overview

|  |
| --- |
| **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. |

|  |
| --- |
| **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. |

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

|  |  |
| --- | --- |
| 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 |

| **Legislation in the Workplace** | | |
| --- | --- | --- |
| **Legislation** |  | |
| **Objectives** |  | |
| **Key Components** |  |  |
| **How this key component is applied in organisations** |  |  |
| **How this key component impacts individual workers** |  |  |
| **Consequences of breaching the key component** |  |  |

### Task 2 – Approaches Used in the Workplace

|  |  |
| --- | --- |
| 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 |

|  |  |
| --- | --- |
| **Organisational Approach 1** |  |
| **Consistency with Australia’s Human Rights Framework** |  |
| **Consistency with Human Rights Based Approaches** | P: |
| A: |
| N: |
| E: |
| L: |
| **How it impacts individual workers** |  |
| **One consequence of breaching protocol relevant to these practices** |  |

|  |  |
| --- | --- |
| **Organisational Approach 2** |  |
| **Consistency with Australia’s Human Rights Framework** |  |
| **Consistency with Human Rights Based Approaches** | P: |
| A: |
| N: |
| E: |
| L: |
| **How it impacts individual workers** |  |
| **One consequence of breaching protocol relevant to these practices** |  |

### Task 3 – Instruments Used in the Workplace

|  |  |
| --- | --- |
| 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 |

|  |  |
| --- | --- |
| **Instrument 1** |  |
| **How it ensures compliance with the Australia’s Human Rights Framework** |  |
| **How it ensures consistency with Human Rights Based Approaches** | P: |
| A: |
| N: |
| E: |
| L: |
| **How it impacts individual workers** |  |
| **One consequence of breaching protocol relevant to these instruments** |  |

|  |  |
| --- | --- |
| **Instrument 2** |  |
| **How it ensures compliance with the Australia’s Human Rights Framework** |  |
| **How it ensures consistency with Human Rights Based Approaches** | P: |
| A: |
| N: |
| E: |
| L: |
| **How it impacts individual workers** |  |
| **One consequence of breaching protocol relevant to these instruments** |  |

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

|  |  |
| --- | --- |
| 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 |

|  |  |
| --- | --- |
| Source 1: |  |
| **Legal Requirements** | |
|  | |
|  | |
| *Modify answer fields as necessary* | |

|  |  |  |
| --- | --- | --- |
| **Legal Rights** | **Nature** | **Scope** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |
| **Legal Responsibilities** | **Nature** | **Scope** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |

|  |  |
| --- | --- |
| Source 2: |  |
| **Legal Requirements:** | |
|  | |
|  | |
| *Modify answer fields as necessary* | |

|  |  |  |
| --- | --- | --- |
| **Legal Rights** | **Nature:** | **Scope:** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |
| **Legal Responsibilities** | **Nature:** | **Scope:** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |

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

|  |  |
| --- | --- |
| 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 |

|  |  |
| --- | --- |
| Source 1: |  |
| **Ethical Requirements** | |
|  | |
|  | |
| *Modify answer fields as necessary* | |

|  |  |  |
| --- | --- | --- |
| **Ethical Rights** | **Nature** | **Scope** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |
| **Ethical Responsibilities** | **Nature** | **Scope** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |

|  |  |
| --- | --- |
| Source 2: |  |
| **Ethical Requirements:** | |
|  | |
|  | |
| *Modify answer fields as necessary* | |

|  |  |  |
| --- | --- | --- |
| **Ethical Rights** | **Nature:** | **Scope:** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |
| **Ethical Responsibilities** | **Nature:** | **Scope:** |
|  |  |  |
| *Modify answer fields as necessary* |  |  |

# Workplace Assessment

## Overview

|  |
| --- |
| **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. |

|  |
| --- |
| **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 |

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

|  |  |
| --- | --- |
| 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. |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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. |

|  |  |
| --- | --- |
| **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.* |

|  |
| --- |
| **Workplace Activities** |
|  |
|  |
|  |

## Task 2.1 – Perform Workplace Activities

|  |  |
| --- | --- |
| 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. |

## Task 2.2 –Recognise Issues in the Workplace

|  |  |
| --- | --- |
| 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 |

|  |  |
| --- | --- |
|  | * 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. |

## Task 2.3 – Report Issues to Appropriate Persons

|  |  |
| --- | --- |
| 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 |

## Task 3.1 – Suggest Improvements to Work Practices

|  |  |
| --- | --- |
| 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. |

### Task 3.1 – Supplementary Questions

|  |  |  |
| --- | --- | --- |
| 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. | |
|  | | |
| 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. | | |
| **Protocol or Work Practice** | | |
|  | | |
| **Legal requirement being breached** | |  |

|  |
| --- |
| 1. Suggest an improvement to protocols or work practices to ensure that they abide by the identified legal requirements. |

|  |  |  |
| --- | --- | --- |
| 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. | | |
| **Protocol or Work Practice** | |
|  | |
| **Ethical responsibility being breached** |  |

|  |
| --- |
| 1. Suggest an improvement to protocols or work practices to ensure that they abide by the identified ethical requirements. |

## Task 3.2 – Contribute to Workplace Improvements

|  |  |
| --- | --- |
| 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 |

### Task 3.2 – Supplementary Questions

|  |  |
| --- | --- |
| 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 |

|  |  |
| --- | --- |
| **Unaddressed Legal or Ethical Responsibilities** | **Relevant Document** |
|  |  |
|  |  |
|  |  |
|  |  |

# Assessment Workbook Checklist

|  |  |
| --- | --- |
| **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 |

|  |
| --- |
| **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. |

|  |  |
| --- | --- |
| **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 |

|  |
| --- |
| **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)

|  |  |
| --- | --- |
| **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 |  |  |
| Question 13 |  |  |
| Question 14 |  |  |
| Question 15 |  |  |
| Question 16 |  |  |
| Question 17 |  |  |
| Question 18 |  |  |
| Question 19 |  |  |
| Question 20 |  |  |
| Question 21 |  |  |
| Question 22 |  |  |
| Question 23 |  |  |
| Question 24 |  |  |
| Question 25 |  |  |
| Question 26 |  |  |
| Question 27 |  |  |
| Question 28 |  |  |
| Question 29 |  |  |
| Question 30 |  |  |
| Question 31 |  |  |
| Question 32 |  |  |
| Question 33 |  |  |
| Question 34 |  |  |
| Question 35 |  |  |
| Question 36 |  |  |
| Question 37 |  |  |
| Question 38 |  |  |
| Question 39 |  |  |
| Question 40 |  |  |
| Question 41 |  |  |
| Question 42 |  |  |

|  |  |  |
| --- | --- | --- |
| **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 |  |  |

|  |  |  |
| --- | --- | --- |
| **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 |  |  |

|  |  |
| --- | --- |
| **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. |  |

|  |
| --- |
| **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. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 |

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

|  |  |  |
| --- | --- | --- |
| **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) |  |  |

|  |
| --- |
| **Assessor’s comments/feedback** |
|  |

|  |  |
| --- | --- |
| **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**