



Australian Government

Department of Education, Employment and Workplace Relations

CHCICS403A Conduct individual assessment

Release: 1

CHCICS403A Conduct individual assessment

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by the worker to conduct an appropriate service specific individual assessment as a basis for providing support within the context of aged care, home and community care or disability services work

Application of the Unit

Application

The skills and knowledge of this unit of competency will be applied by a worker conducting an assessment independently or as part of a team within the organisation's policy and procedures

This unit does not provide a basis for a worker to conduct a health assessment which should be managed and conducted by a relevant health professional

The assessment tool will be an established process used according to specified guidelines

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Prepare for the assessment

PERFORMANCE CRITERIA

- 1.1 Identify the *need for assessment* based on organisation policy and procedure
- 1.2 Identify appropriate *assessment tools* and/or processes according to organisation policy and procedures
- 1.3 Clarify purpose and scope of assessment
- 1.4 Identify assessment requirements that are outside job scope and refer to an *appropriate person*
- 1.5 Organise appropriate time and place for the assessment with the client being assessed
- 1.6 Clarify whether client wants others present at the assessment and if interpreter is needed
- 1.7 Obtain consent from the client where required by organisation policy and procedure

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--|--|
| 2. Conduct individual assessment | 2.1 Inform client of the purpose and process of the assessment |
| | 2.2 Confirm client's understanding of the purpose and process of assessment |
| | 2.3 Provide a suitable and comfortable environment for the assessment |
| | 2.4 Comply with the guidelines when conducting the assessment |
| | 2.5 Conduct assessment in a <i>fair manner</i> |
| | 2.6 Identify client's level of comfort with the assessment process and continue or suspend the assessment process as necessary |
| | 2.7 Record assessment results according to defined guidelines |
|
 | |
| 3. Interpret and report on assessment results within scope of the job role | 3.1 Interpret assessment results according to defined guidelines |
| | 3.2 Prepare assessment <i>report</i> based on guidelines and organisation policy and procedures |
| | 3.3 File assessment report based on guidelines and organisation policy and procedures |
|
 | |
| 4. Provide assessment feedback and information | 4.1 Provide feedback on outcome of assessment to the client according to organisation policy and procedure |
| | 4.2 Provide assessment information to others according to client consent requirements and organisation policy and procedure |
|
 | |
| 5. Reflect on own practice | 5.1 Undertake self-evaluation in conjunction with supervisor and/or peers |
| | 5.2 Provide and receive open and evaluative feedback to and from co-workers |
| | 5.3 Actively seek feedback and accept it non-defensively |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include:

- Understanding of own work role and responsibilities
- Understanding of validity and reliability requirements for assessment
- Understanding of assessment process requirements
- Basic understanding of different types of assessment, such as:
 - domain based assessment
 - norm based assessment
 - competency based assessment
- Understanding of organisation's assessment tools, mechanisms and processes
- Knowledge of communication skills required to conduct an individual assessment
- Knowledge of organisation policy and procedure associated with individual assessment and with privacy and confidentiality
- Knowledge of reporting requirements of individual assessment
- Knowledge of consent requirements for dissemination of a person's assessment results
- Understanding of the importance of the setting, for example: residential facility, client's own home
- Knowledge of legal, regulatory and policy requirements, including duty of care, privacy and record-keeping

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Collect client information using the organisation's assessment tools
- Follow organisation policies and protocols
- Liaise and report to appropriate persons/agencies
- Adhere to own work role and responsibilities

REQUIRED SKILLS AND KNOWLEDGE

- Conduct an assessment within defined guidelines
- Report on assessment results

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Apply reading and writing skills required to fulfil work role in a safe manner and as specified by the organisation/service:
 - this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
 - industry work roles will require a literacy level that will enable workers to interpret international safety signs, read client service delivery plans, make notations in client records and complete workplace forms and records
- Apply oral communication skills required to fulfil work role in a safe manner and as specified by the organisation:
 - this requires a level of skill and ability to follow work-related instructions and directions and to seek clarification and comments from supervisors, clients and colleagues
- Apply verbal and non-verbal communication skills:
 - industry work roles will require effective verbal and non-verbal communication skills to ask questions, clarify understanding and meaning, recognise and interpret non-verbal cues, adapt communication styles to meet specific needs, provide information and express encouragement and support including active listening and empathy
- Apply basic problem solving skills to resolve problems within organisation protocols
- Work effectively with clients, social networks, colleagues, supervisors and other services/agencies

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to:
 - appropriate workplace where assessment can take place
 - relevant organisation policy, protocols and procedures

EVIDENCE GUIDE

Method of assessment may include:

- Observation in the workplace
- Written assignments/projects
- Case study and scenario analysis
- Questioning
- Role play simulation

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Need for assessment may include:*
- Time requirement, including
 - admission/entry
 - annual
 - biannual
 - Variation in a persons circumstances and/or condition
 - Need for a specific service

- Assessment tools may include:*
- Domain based assessment
 - Norm based assessment
 - Competency based assessment

RANGE STATEMENT

Fair manner may be subject to influences such as:

- A person's comprehension of assessment requirement due to:
 - language difference
 - values difference
 - cultural difference
 - cognitive impairment
 - nature of disability
- Provision of adequate time for the person's response
- Provision of an appropriate environment
- Provision of appropriate communication support / devices

Psychological needs may include:

- Freedom from undue stress
- A sense of control
- Self-esteem
- Self-determination
- Acceptance of disability
- Personal identity
- Sense of belonging
- Life stage acceptance
- Veteran/War widow related issues

Spiritual needs may include:

- Formal and informal religious observance
- Need for privacy and an appropriate environment to reflect and/or participate in spiritual activities
- Ceremonial observances

Cultural needs may include:

- Dress and dietary observance
- Ceremonial and festive observances
- Need for continued interaction with cultural community

RANGE STATEMENT

Sexuality and identity needs may include:

- Love and affection
- Touch
- Physical appearance
- Need for privacy and discretion
- Access to assistive/protective devices

Appropriate communication and relationship building processes may include:

- Courtesy
- Empathy
- Non-judgemental approach
- Observing and listening
- Respect for individual differences
- Cross-cultural communication

Support networks may include:

- Advocates
- Family members
- Carers
- Friends
- Clergy/pastoral care provider
- Veteran's/War widow organisations

Community networks may include:

- Ethno-specific organisations
- Clubs
- Community centres
- Support groups
- Sport and recreational groups
- Community welfare groups
- Voluntary organisations
- Veteran's/War widows organisations

RANGE STATEMENT

- Appropriate person may include:*
- Supervisor
 - Health professionals (registered nurse, doctor, social worker, diversional therapist, psychologist)
 - Sex therapist
 - Clergy/pastoral care provider
 - National association of loss and grief
 - Palliative care association
 - Special associations providing support services to individuals with specific health problems/disorder
 - Support group
 - Veteran's/war widows organisations

- Report may include:*
- Verbal:
 - telephone
 - face-to-face
 - Non-verbal (written):
 - progress reports
 - case notes
 - incident reports

Unit Sector(s)

Not Applicable