



Australian Government

PSPLAN011 Take notes for Deaf, hard of hearing and Deafblind people

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to act as a note taker for Deaf, hard of hearing and Deafblind people.

It requires the ability to negotiate requirements and agreements for note taking, record notes that are appropriate to Deaf clients' needs, evaluate the effectiveness of the notes with the client and present notes of an agreed quality and format.

This unit applies to individuals who record notes for a variety of purposes which might include those for training and education, mediation, counselling, court appearances and medical treatment. They work independently or under limited supervision and guidance from others, using discretion and judgement to manage client services.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Languages other than English - Auslan

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate effectively with Deaf, hard of hearing and Deafblind clients.	1.1. Determine extent of client hearing and or sight loss, effects on clients and their specific communication needs. 1.2. Communicate with clients according to individual needs, ethical and culturally acceptable practices.

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| 2. Prepare to take notes for Deaf, hard of hearing and Deafblind clients. | 2.1. Explain the role of note taker to client and others involved in client service provision.
2.2. Discuss, with clients, purpose of notes, requirements for format and depth of information and agree to specific note taking requirements.
2.3. Discuss and arrange note taking services, seating and technology requirements with other service providers.
2.4. Identify and source relevant technology and other resources required for notetaking purpose and format.
2.5. Complete any required topical research prior to notetaking according to clients' needs. |
| 3. Take and present clear, concise client notes. | 3.1. Maintain own comfort and safety throughout service provision to avoid repetition injuries associated with note taking.
3.2. Assess and adapt to note taking environment to ensure quality of notes taken.
3.3. Use methods and supporting technology to take and present quality notes which meet Deaf or Deafblind client needs.
3.4. Ensure notes provide a true record of the content, discussion and instructions expressed by speakers.
3.5. Present clear, coherent, accurate and legible notes in agreed format. |
| 4. Evaluate notetaking services. | 4.1. Review service outcomes against client expectations and confirm client satisfaction with notes.
4.2. Clarify information and adjust notes, as required.
4.3. Review interaction with client and evaluate own performance.
4.4. Adapt communication and note taking methods to improve future service provision. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

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|---------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> interpret unfamiliar and detailed documents used by speakers which may include complex ideas and concepts. |
| Numeracy skills to: | <ul style="list-style-type: none"> interpret and record subject matter relating to numerical |

- Self-management skills to:
- concepts.
 - recognise and adapt to own literacy, numeracy and subject matter knowledge limitations.
- Problem-solving skills to:
- adapt note taking to client's needs to facilitate understanding.

Unit Mapping Information

No equivalent unit

Links

Companion Volume Implementation Guide -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>