



Australian Government

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

Release: 1

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

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate effectively with Deaf and Deafblind clients according to Deaf community protocols
- take notes for three different clients on three different subject matters
- take notes in three different environments
- present clear, concise, accurate notes to the three clients in a format that specifically meets the needs of Deaf or Deafblind clients.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- terms and labels related to Deafness, Deafblindness and their general meaning and customary use in the Deaf community:
 - Deaf or deaf
 - Deafblind or deafblindness
 - hearing-impaired
 - hard-of-hearing
 - hearing
 - visual impairment
- different communication needs of Deaf and Deafblind people according to different degree of hearing and sight loss
- effective and culturally acceptable methods used by hearing people to communicate with Deaf and Deafblind people
- ethical considerations for note takers:
 - use of discriminatory actions and words versus inclusive terms
 - principles of access and equity, empowerment and disempowerment for Deaf, hard of hearing or Deafblind people
- principles and practices of professional conduct for note takers, to include:
 - confidentiality
 - impartiality
 - unobtrusiveness

- appropriate attire
- timeliness
- basic provisions of the local state or territory Privacy Act, associated regulations, codes and guidelines that apply to maintaining client records and confidentiality of information collected via the note taking process
- parameters of the role of note takers, to include:
 - negotiating client service needs according to different degree of hearing and sight ability
 - discussing and arranging note taking services, seating and technology requirements with other service providers
 - providing assistance with mobility needs of Deafblind people
 - recording and presenting notes which do not express personal opinion or comments
- environmental factors that can assist or detract from quality of notes taken and how to adapt to these:
 - room size, layout and seating configuration
 - light
 - noise
 - distractions from other people present
- features and operation of resources used for note taking and presentation of notes:
 - voice recorders
 - cameras
 - laptop computers and tablets
- methods used to take and present accurate and quality notes and why these are important:
 - active listening
 - keeping pace with speakers
 - heeding verbal and non-verbal cues
 - use of white space - margins, borders, spare lines
 - use of space to separate points visually and to indicate missed information
 - structuring notes with headings, key points, examples, references, definitions
 - paraphrasing information and recording examples discussed
 - recording key words and using emphasis to highlight important information
 - recording questions and answers
 - using accurate spelling, abbreviations and acronyms for subject specific terminology
 - avoiding ambiguity and making judgements on what is and isn't important to ensure all content is clearly recorded
 - noting what is heard and what is seen
 - collecting supporting information from speakers; this can include instructions, handouts, copies of audio visual presentations
 - presenting notes which are clear, coherent, accurate and legible.
- methods of recording and formatting notes to meet the specific needs of Deaf and Deafblind clients whose primary language is Auslan:

- using visual symbols and diagrams to assist client's understanding of English notes
- structuring notes by mainly using diagrams to replace English words and sentences
- targeting English expression for those who use English as a second language - using short sentences, Plain English and dot points
- using tables
- using big font for Deafblind clients
- health and safety risks specific to the note taking role and methods used to manage these:
 - ensuring posture, seating, working height and layout does not cause injury
 - using breaks and pause exercises to avoid repetitive strain injuries.

Assessment Conditions

Skills must be demonstrated in a note taking client service environment. This can be:

- a note taker's place of service delivery, or
- a simulated workplace within a training organisation.

Rooms used for assessment must be sufficiently quiet and have appropriate lighting and seating configuration to allow optimum visual and aural access for the note taker.

Assessment must ensure use of:

- Deaf, hard of hearing or Deafblind clients who have different note taking requirements and for whom the individual provides note taking services; these can be:
 - actual clients, or
 - clients ("models") in a simulated workplace within a training organisation
- other service providers with whom the note taker can interact; these can also be people involved in simulations
- activities that require the individual to work with commercial speed, timing and productivity to take accurate notes and present these within designated client timeframes
- electronic devices on which notes can be recorded which can include voice recorders, cameras, laptop computers and tablets
- other note taking resources which can include note pads, pens, highlighting pens.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors; and have three years' experience in note taking for clients, and during that time have completed at least six assignments for Deaf or Deafblind people.

Links

Companion Volume Implementation Guide -

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