



Australian Government

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

Release: 1

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

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

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

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
Reading skills to:	interpret unfamiliar and detailed documents used by speakers which may include complex ideas and concepts.
Numeracy skills to:	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>

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

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