

Learning Assessment Guide

Unit Standard 19908 – Version 1

Provide services in challenging situations to public sector clients

Level 6 – 5 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- your assessment tasks
- a form for your manager to verify your ongoing performance
- a copy of the checklist the assessor will use to review your work
- a copy of the Assessment Guide summary.

The assessment tasks are designed to show your assessor that you can:

- identify challenging situations and establish client needs
- apply techniques for working successfully with challenging people to meet their needs
- evaluate the effectiveness of the techniques being used.

Please refer to the unit standard for useful definitions and notes.

What do I do now?

- Read through all of the information contained in this Learning Assessment Guide.
- Familiarise yourself with the assessment tasks.
- Contact your assessor if necessary to clarify anything you are unsure of.
- Complete the assessment tasks as agreed on with your assessor.
- Contact your assessor when you have finished the assessment tasks.
- Make sure you keep a written copy of your completed assessment tasks if you are mailing the original copy to your assessor.

KIA KAHA and GOOD LUCK

Assessment Tasks

Introduction

You will be required to provide evidence of providing services in challenging situations to public sector clients.

These client situations could include :

1. Different special needs clients including, **but not limited to:**
 - people with disabilities (intellectual and/or physical)
 - people with English as a second language
 - recent migrants.
2. Aggressive clients.
3. Stressed / emotional clients.
4. Clients whose circumstances create significant challenge for them as individuals and /or for the organisation responsible for providing services to them.

Reviewing these situations (and any relevant documentation) with your assessor will form the basis of this assessment. Your assessor will use a copy of the attached Assessor Checklist to check that you met have the requirements of this unit standard. Be prepared to discuss the situations with your assessor and answer supplementary questions.

Further detail on these requirements is contained on the following pages.

Your evidence can consist of situations undertaken within the last 12 to 18 months, or you can use evidence from clients you are currently working with or will be working with in the near future.

These tasks can be completed orally or in writing. If completed in writing, please attach separate sheets of paper. These must be clearly labelled with your name and the task referred to.

Assessment Task One – Element 1

This assessment task is designed to assess your ability to identify challenging situations and establish client needs.

Task Instructions

Consider:

- Four challenging special needs situations
- One aggressive client situation
- One stressed / emotional client situation
- One situation where personal circumstances create significant challenge for the individual and / or the organisation responsible for providing services.

For each client situation, describe or explain:

1. How you identified the situation as challenging.
2. How you identified client needs.

Please provide copies of any relevant documentation if available.

Assessment Task Two – Element 2

This assessment task is designed to assess your ability to apply techniques for working successfully with challenging people to meet their needs.

Task Instructions

Consider :

- Special needs situations
- Aggressive and stressed / emotional client situations
- Situation where personal circumstances create significant challenge for the individual and / or the organisation responsible for providing services.

For each client grouping, describe or explain the techniques you used for working successfully with people to meet their needs. You will need to ensure that you cover the following :

1. How you focused on potential and positives rather than barriers and difficulties.
2. How you established realistic goals.
3. How you established mutual trust and respect with people.
4. How you demonstrated cultural awareness appropriate to the situation.

Assessment Task Three – Element 3

This assessment task is designed to assess your ability to evaluate the effectiveness of the techniques used.

Task Instructions

Consider :

- Special needs situations
- Aggressive and stressed / emotional client situations
- Situation where personal circumstances create significant challenge for the individual and / or the organisation responsible for providing services.

For each client situation, explain how you evaluated the effectiveness of the techniques you used. You will need to ensure that you cover the following :

1. The effectiveness of the techniques used for minimising the impact of the challenge on providing effective services.
2. The effectiveness of the techniques in creating a positive impact for the client
3. The effectiveness of techniques used to ensure that your own safety (emotional and physical) is monitored and protected.

Assessor Checklist

Learner :

Assessor :

Assessment Date :

Did the learner demonstrate the following?

(Please circle yes / no or tick ✓ or x)

1. Identify challenging situations and establish client needs for all the client situations listed ? Yes / No

- special needs clients
- aggressive clients
- stressed / emotional clients
- clients whose circumstances create significant challenge for them as individuals and /or for the organisation responsible for providing services to them.

Comments / Examples

2. Apply techniques for working with challenging people to meet their needs for all the client situations listed ? Yes / No

- special needs clients
- aggressive clients
- stressed / emotional clients
- clients whose circumstances create significant challenge for them as individuals and /or for the organisation responsible for providing services to them.

Comments / Examples

3. Evaluate the effectiveness of the techniques used.

- Evaluation considers the effectiveness of the techniques used in minimising the impact of the challenge on providing effective services
- Evaluation considers the effectiveness of the techniques used in creating a positive impact for the client
- Techniques used ensure that own safety (emotional and physical) is monitored and protected.

Comments / Examples

Assessment Task Four – Elements 1, 2 and 3

Introduction

This assessment task is designed to assess your ability to provide services in challenging situations to public sector clients.

Task Instructions

1. Ask your Manager to complete the following Manager Verification Checklist.
2. Return the completed form to your assessor.

Manager Verification Form

_____ (name of learner) is currently being assessed for Unit Standard 19908, Provide services in challenging situations to public sector clients.

Challenging client situations include:

1. Clients with special needs
2. Aggressive and stressed / emotional clients.
3. Clients whose circumstances create significant challenge for them as individuals and /or for the organisation responsible for providing services to them.

Your signature on this document is accepted as confirmation that the learner can:

1. Identify challenging situations and establish client needs for all the client situations listed above.
 - special needs clients
 - aggressive clients
 - stressed / emotional clients
 - clients whose circumstances create significant challenge for them as individuals and /or for the organisation responsible for providing services to them.
2. Apply techniques for working successfully with challenging people (listed previously) to meet their needs. This includes :
 - techniques used focus on potential and positives rather than barriers and difficulties
 - realistic goals are established
 - techniques used focus on long-term outcomes rather than short term solutions
 - techniques used establish mutual trust and respect with people
 - techniques used demonstrate cultural awareness appropriate to the individual.
3. Evaluate the effectiveness of the techniques used.
 - Evaluation considers the effectiveness of the techniques used in minimising the impact of the challenge on providing effective services
 - Evaluation considers the effectiveness of the techniques used in creating a positive impact for the client
 - Techniques used ensure that own safety (emotional and physical) is monitored and protected.

Any further comments:

Manager Name:

Date:

Signature:

Assessment Guide

The following guide will be used to assess your competence with unit standard 19908 version 1: Provide services in challenging situations to public sector clients.

Task / Element	Evidence Required	Judgment	
<p><i>Task 1 / Element 1</i></p> <p>Learners are to provide assessor with examples of identifying challenging situations and establishing client needs as required by Task One.</p> <p>These can be presented orally or in writing.</p>	<p>Learner provides examples as required for Task One.</p> <p>Supplementary questions clarify and where necessary expand on other material. These questions and the responses should be documented.</p>	<p>Examples provided and completed Assessor Checklist must show that the learner can identify challenging situations and establish client needs with the required client groups.</p>	<p>Yes / No</p>
<p><i>Task 2 / Element 2</i></p> <p>Learners are to provide the assessor with examples of applying techniques for working successfully with challenging people to meet their needs as required by Task Two.</p> <p>These can be presented orally or in writing.</p>	<p>Learner provides examples as required for Task Two.</p> <p>Supplementary questions clarify and where necessary expand on other material. These questions and the responses should be documented.</p>	<p>Examples provided and completed Assessor Checklist must show that the learner can apply techniques for working successfully with challenging people to meet their needs.</p>	<p>Yes / No</p>
<p><i>Task 3 / Element 3</i></p> <p>Learners are to provide the assessor with examples of evaluating the effectiveness of techniques used as required by Task Three.</p> <p>These can be presented orally or in writing.</p>	<p>Learner provides examples as required for Task Three.</p> <p>Supplementary questions clarify and where necessary expand on other material. These questions and the responses should be documented.</p>	<p>Examples provided and completed Assessor Checklist must show that the learner can apply techniques for working successfully with challenging people to meet their needs.</p>	<p>Yes / No</p>
<p><i>Task 4 / Elements 1, 2 & 3</i></p> <p>Learners must also provide a completed Manager Verification Form.</p>	<p>Completed Manager Verification form is provided.</p>	<p>Manager Verification form must demonstrate that learner can provide services in challenging situations to public sector clients.</p>	<p>Yes / No</p>