

Learning Assessment Guide

Unit Standard 8482 – Version 4

Establish and develop referral processes for public sector organisations

Level 6 – 15 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:

- Task sheets for you to complete
- The summary Evidence Guide that the assessor will use to assess and record your competence
- A Participant Verification Form to obtain independent comment on referral processes
- A Manager Verification Form
- An Assessment Results Form

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

- Define the nature and extent of services delivered by the organization.
- Liaise with groups and individuals to develop referral processes that are effective for clients and the organization.
- Establish networks with external service providers and develop referral protocols that are effective for clients and the provider.
- Establish procedures to monitor and review internal and external referral processes.

Assessment Task One – Element 1

Introduction

This assessment task is designed to assess your ability to:

- define the nature and extent of services delivered by your organisation.

Task Instructions

This task requires you to explain the services delivered by your organisation.

You may either:

- (a) answer the 'Task One Questions' on the following page in writing or orally; or
- (b) make a presentation, or have the assessor attend a presentation where you explain the nature and extent of services delivered by your organisation.

The presentation option is offered as you may have already prepared material which covers some of these requirements. You may also have a presentation planned which covers this content, to which you can invite your assessor.

You should provide your assessor with a copy of your presentation materials if you are meeting Task One requirements through option (b).

Whichever option is chosen, your attention is drawn to Special Note 3:

Performance of elements of this unit standard will require consideration of the underlying values and responsibilities of people working in the public sector including the Treaty of Waitangi and its principles.

If completing this assessment in writing, you may use the format provided, or answer on your own sheet of paper if you wish.

Your assessor may wish to discuss your written answers with you, either for clarification or to have you elaborate to meet sufficiency requirements of the unit standard.

Your completed assessment for Task One will include:

- Comprehensive answers to Task One Questions, provided in writing, orally to your assessor, or by means of a presentation which the assessor observes.

Assessment Task Two – Elements 2 and 3

Introduction

This assessment activity is designed to assess your ability to:

- liaise with groups and individuals to develop referral processes that are effective for clients and the organisation;
- establish networks with external service providers and develop referral protocols that are effective for clients and the provider.

Task Instructions

As with Task One, this task can be completed in writing, orally with your assessor or by presentation.

1. Begin by providing an overview of the referrals that might be expected, both:
 - (a) within your organisation; and
 - (b) to other organisations.

Do this on a separate sheet of paper if you are completing this assessment task in writing.

2. Identify the reasons for and nature of referrals, along with the sections of the organisation and the roles of those making the referrals.
3. Describe the nature of any service agreements and protocols related to these referrals and networks.
4. Ensure that you identify stakeholders and other parties who may have an interest in the referral or service provision.
5. You should also identify who has responsibility for ensuring effective referral.
6. Include an account of how staff training addresses strategies and procedures for confirming client needs and entitlement and implementing effective referral processes.

Now that you have outlined the referral processes, it is time to focus on ***your role*** in the development and establishment of referral processes, and of the networks with external service providers that support referrals beyond your organisation.

7. Describe how you identified the people in relevant organisations who are responsible for facilitating referral processes, and how contact was made and relationships established to build networks and communication channels.
8. Describe the establishment of these information and communication networks, and your involvement in facilitating effective referral processes.
9. Documentary evidence from the workplace should be provided to support your descriptions and your involvement.

Your completed assessment for Task Two will include:

- A comprehensive description of the development of referral processes and networks, including your involvement.
- Documentary evidence in support of your descriptions and your involvement.

Assessment Task Three – Element 4

Introduction

This assessment task is designed to assess your ability to:

- establish procedures to monitor and review internal and external referral processes.

Task Instructions

As with Task One and Task Two, this task can be completed by provision of the description in writing, orally with your assessor, or by a presentation observed by your assessor.

If completed in writing, your assessor may wish to discuss your description with you, either to clarify some of your comments or to have you elaborate to meet sufficiency requirements of the unit standard.

This task requires you to describe the monitoring and review procedures that you have in place for internal and external referral processes.

What opportunities do you have in place for ...

- internal and external clients
- stakeholders
- personnel with working relationships with your organisation

... to provide feedback on the effectiveness of referral processes and to make recommendations for improvements?

What review activities have been carried out recently? What areas for improvement did they identify?

What improvements have been put in place as a result of monitoring and review activity?

You will need to provide your assessor with documentary evidence that:

- these processes are producing feedback on the effectiveness of referral processes;
- recommendations for improvement are being formulated; and
- improvements are being implemented.

Your completed assessment for Task Three will include:

- A comprehensive description of the procedures which you have put in place to monitor and review internal and external referral processes.
- Documentary evidence that your monitoring and review processes have resulted in improvements

Assessment Task Four – Elements 1, 2, 3 and 4

Introduction

This assessment task is designed to gather independent evidence on your ability to:

- define the nature and extent of services delivered by the organisation;
- liaise with groups and individuals to develop referral processes that are effective for clients and the organisation;
- establish networks with external service providers and develop referral protocols that are effective for clients and the provider;
- establish procedures to monitor and review internal and external referral processes.

Task Instructions

Provide a copy of the 'Participant Verification Form' to **two** of your staff who have a significant involvement in referrals, and **one** person outside of your organization.

If possible choose individuals working in different sections of your organization.

At least one of the staff selected should be should be active in referrals outside of your organisation, preferably both.

Provide all three verifiers with your assessor's mail and email address so that they can forward the completed document directly to the assessor.

Advise your assessor if they would prefer to complete the verification orally with the assessor.

Provide a copy of the 'Manager Verification Form' to your manager, along with the assessor's postal and email address.

Your assessor may wish to discuss the content of these verifications with you.

Your completed assessment for Task Four will include:

- Three completed 'Participant Verification Forms' that support your ability to establish and develop referral processes.
- A completed 'Manager Verification Form' that supports your ability to establish and develop referral processes.

Participant Verification Form

To: Participant

_____ (name of learner) is currently being assessed toward Unit Standard 8482 Establish and develop referral processes for public sector organisations. As a staff member within the learner's organisation, or a recipient of referrals working for another organisation, we are seeking your views about the effectiveness of the learner's involvement in referral processes, both within and external to the organisation for which they work.

Your knowledge is also sought in relation to the learner's support of networks with external providers.

If you do not have sufficient knowledge of the learner's knowledge in any of these areas, please answer: 'don't know.'

Please circle the number of the category which best conveys your view on referral processes in your organisation. Provide an example in support of your rating where possible.

1. The learner has explained my responsibilities and authority for internal and external referral processes.

1	2	3	4
not clear	some knowledge	mostly clear	very clear

Example:

2. The learner has explained the roles of other departments, agencies and groups to which I may refer clients.

1	2	3	4
not clear	some knowledge	mostly clear	very clear

Example:

3. The learner has explained the consultation provisions of service delivery agreements and protocols relating to defining clients, stakeholders, and other interested parties.

- | | | | |
|-----------|----------------|--------------|------------|
| 1 | 2 | 3 | 4 |
| not clear | some knowledge | mostly clear | very clear |

Example:

4. The learner has explained the relevant communication and consultation processes, if I need to clarify referral processes.

- | | | | |
|-----------|----------------|--------------|------------|
| 1 | 2 | 3 | 4 |
| not clear | some knowledge | mostly clear | very clear |

Example:

5. The learner has played a major role in the establishment and implementation of effective client management practices and developing internal and external linkages with interested parties.

- | | | | |
|---------------------|------------------|--------------------------|------------------|
| 1 | 2 | 3 | 4 |
| Limited involvement | some involvement | considerable involvement | heavily involved |

Example:

6. Staff training organized by the learner addresses strategies and procedures for confirming client needs and entitlements and implementing effective referral processes.

- | | | | |
|-----------------|----------------|-----------------------|-------------|
| 1
not enough | 2
sometimes | 3
most of the time | 4
always |
|-----------------|----------------|-----------------------|-------------|

Example:

7. The learner ensures that we have good networks with external service providers who also service our clients.

- | | | | |
|---------------------------------|-------------------------------|-------------------------------|------------------------------|
| 1
not good
enough overall | 2
some of them
are good | 3
most of them
are good | 4
all of them
are good |
|---------------------------------|-------------------------------|-------------------------------|------------------------------|

Example:

8. The learner ensures that I know who to contact if referral processes with other organisations in our network are not working as they should.

- | | | | |
|-----------------------------------|----------------------------|----------------------------|---------------------------|
| 1
don't know
who to contact | 2
know some
contacts | 3
know most
contacts | 4
know all
contacts |
|-----------------------------------|----------------------------|----------------------------|---------------------------|

Example:

Manager Verification Form

To: **Manager**

_____ (name of learner) is currently being assessed toward Unit Standard 8482 Establish and develop referral processes for public sector organisations. Your knowledge of the learner's workplace performance is sought for comment toward this assessment.

Please indicate ✓ or ✗ whether or not the learner meets the performance criteria listed in your view. Use the 'Comments' section to elaborate on your checkbox indication and to give examples of learner performance.

Define the nature and extent of services delivered by the organisation.

- The learner is able to clearly specify and differentiate the range of services delivered by the organisation.
- The learner has a clear appreciation of the nature of services and service delivery as it applies to organisation strategies and plans, and of the implications for referral processes.

Comments:

Liaise with groups and individuals to develop referral processes that are effective for clients and the organisation.

- The learner identifies and interprets clearly the consultation provisions of service delivery agreements and protocols in relation to defining clients, stakeholders and other interested parties.
- The learner is able to define clearly the nature of the relationship with clients, agencies and other groups that have a working relationship with your organisation.
- The learner routinely identifies people's responsibility and authority for internal and external referral processes.

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- The learner uses relevant consultation and communication processes to establish the needs of relevant parties in relation to referral processes.
- The learner uses effective management practices to facilitate the development of internal and external linkages with interested parties.
- The learner ensures that staff training addresses strategies and procedures for confirming client needs and entitlement and implementing effective referral processes.

Comments:

Establish networks with external service providers and develop protocols that are effective for clients and the provider.

- The learner has developed effective networks with external service providers who have a working relationship with the organisation and its clients.
- The learner has identified and made contact with people in relevant organisations who are responsible for facilitating referral processes.
- The learner has developed effective information and communication networks with external service providers that facilitate effective referral processes.

Comments:

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Establish procedures to monitor and review internal and external referral processes.

- The learner initiates feedback on the effectiveness of referral processes with internal and external clients, stakeholders and personnel with working relationships with your organisation.
- The learner implements monitoring and review processes for referral and identifies areas for improvement.
- Monitoring and review processes confirm that improvements identified have been initiated.

Comments:

Signed: _____

Date: _____

Contact telephone number: _____

Thank you for your assistance.

Evidence and Judgement Guide

The following guide will be used to assess your competence in unit standard 8482 version 4: Establish and develop referral processes for public sector organisations.

Task / Element	Evidence Required	Judgment	Checklist
<p><i>Task 1 / Element 1</i></p> <p>This task involves the learner in explaining the range of services delivered by their organisation.</p> <p>Services specified are to be discussed in the context of organisational strategies and plans, with the implications for referral processes given.</p>	<p>The learner lists the range of services delivered into categories.</p> <p>Services are related to the strategies and plans of the org.</p> <p>Implications for referral processes are described.</p> <p>The learner may complete the above orally, in writing, or via a presentation.</p>	<p>Comprehensive answers to 'Task One Questions' are provided.</p> <p>These may be answered orally, in writing, or in a presentation observed by the assessor.</p>	<p>Yes / No</p> <p>Yes / No</p>
<p><i>Task 2 / Elements 2 & 3</i></p> <p>This task involves the learner in providing an overview of the referral processes.</p> <p>The learner then explains his/her role in the development and establishment of the referral processes and of the networks that support referrals beyond the organisation.</p>	<p>The learner outlines referral processes within and beyond the organisation.</p> <p>The learner explains his/her role in the establishment of referral processes and networks.</p> <p>This description may be completed orally, in writing, or through a presentation.</p> <p>Documentary evidence in support of the learner's involvement is provided.</p>	<p>A comprehensive description is given of referral processes.</p> <p>A comprehensive description is given of the learner's involvement in supporting referral processes and networks.</p> <p>Descriptions and documentary evidence confirm that the learner plays an active role in the development of referral processes and the networks that support them.</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>
<p><i>Task 3 / Element 4</i></p> <p>This task involves the learner in providing a description of the procedures in place to monitor and review internal and external referral processes.</p>	<p>The learner describes the procedures in place to monitor and review referral processes.</p> <p>The learner provides documentary evidence that these processes are</p>	<p>A comprehensive description of monitoring and review procedures is provided.</p> <p>Documentary evidence in support of these processes is provided.</p>	<p>Yes / No</p> <p>Yes / No</p>

Task / Element	Evidence Required	Judgment	Checklist
	<p>in place and that they have resulted in improvements.</p> <p>Descriptions may be oral or in writing, or delivered through presentations.</p>	<p>Evidence shows that monitoring and review processes contribute to an improvement in the effectiveness of referral procedures.</p>	<p>Yes / No</p>
<p><i>Task 4 / Elements 1, 2, 3 & 4</i></p> <p>This task involves the learner in initiating independent feedback/verification of his/her ability to establish and develop referral processes.</p> <p>Verification is to come from staff and management.</p>	<p>The learner provides two staff and one other person with copies of the verification form for completion and forwarding to the assessor.</p> <p>The learner also provides his/her manager with a copy of the 'Manager Verification Form' for completion and forwarding to the assessor.</p> <p>Verification may also be completed orally with the assessor.</p>	<p>Three completed 'Participant Verification Forms' are received.</p> <p>A completed 'Manager Verification Form' is received.</p> <p>Content of the verifications confirms the learner's involvement in establishing and developing effective referral processes.</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>

Assessment Results

(assessor to complete)

Task One

Comprehensive answers to Task One Questions are provided. Yes / No

Task Two

A comprehensive description is given of referral processes. Yes / No

A comprehensive description is given of the learner's involvement in supporting referral processes and networks. Yes / No

Descriptions and documentation confirm learner involvement. Yes / No

Task Three

A comprehensive description of monitoring and review procedures is provided. Yes / No

Documentary evidence in support of these procedures is provided. Yes / No

Monitoring and review procedures contribute to improvements. Yes / No

Task Four

Three completed 'Participant Verification Forms' are received. Yes / No

A completed 'Manager Verification Form' is received. Yes / No

Verification forms confirms the learner's involvement. Yes / No