

Learning Assessment Guide

Unit Standard 8496 – Version 3

Develop and maintain a safe and supportive working environment

Level 5 – 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:

- Tasks for you to complete.
- A Manager Verification Form.
- The Assessment Guide that the assessor will use to assess your competence.

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

- Develop and implement work standards and process for a safe and supportive working environment, in accordance with organisational requirements.
- Maintain a safe and supportive working environment.

Special notes relating to this unit standard:

Organisation refers to a specific business entity. For state sector organisations this may refer to a business unit within the organisation or the organisation as a whole.

Working Environment refers to the workplace culture, values and rules.

Culture refers to shared values, beliefs and traditions that bond the team or organisation members.

Assessment Task One – Element 1

Introduction

This assessment task is designed to assess your ability to develop and implement work standards and processes for a safe and supportive work environment, in accordance with organisational requirements.

It requires evidence of **four such standards and processes**. Possibilities may include:

- organisation policies and practices
- workplace agreements
- workplace systems and procedures
- individual and team standards and processes
- guidelines
- operating instructions
- new technologies.

Instructions

You will need to select four areas of work standards and processes for which you have responsibility.

Use the 'Task One Questions' format to describe how you implement each of these work standards and processes to maintain a safe and supportive working environment. You will need to repeat this exercise for each of your four areas selected.

You may complete this activity on your own sheet of paper if you wish. However please ensure that you address the question in full for each area of work standards and processes.

You should provide copies of relevant workplace documents with your descriptions.

Once you have completed all four descriptions show them to your Manager for verification.

List the four areas that you have documented on the 'Manager Verification Form' included in this Learning Assessment Guide following Task Two, and request that your Manager sign it if they are supportive of your descriptions and your work performance in these four areas.

The questions may be completed in writing or orally with your assessor. Please let your assessor know if you would prefer to complete the questions orally.

Task One Questions

Work standards and processes selected: _____

Documentary evidence attached: _____

1.

(a) How are these work standards and processes evaluated to ensure they are in accordance with objectives and required outcomes?

(b) How are the workplace standards and processes recorded? (Please include comment on the format in use also.)

2.

(a) How do you identify opportunities for improving work standards or processes?

(b) How are these assessed for feasibility?

(c) Who is consulted?

(d) How are the changes implemented?

Manager or Team Leader Verification Form

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ (name of learner) is currently being assessed toward Unit Standard 8496 Develop and maintain a safe and supportive working environment.

The learner has been asked to describe four standards and processes which they have a responsibility for. Please confirm that:

- (a) their description of the establishment, implementation and maintenance of these processes is accurate and complies with the requirements of the organization; and
- (b) the learner's behaviour and workplace performance fosters and contributes to a safe and supportive working environment in the four areas that they have selected.

Descriptions apply to:

1. _____ 2. _____
3. _____ 4. _____

Please read the learner's four descriptions given as answers to 'Task One Questions' and review any documentation provided by the learner before signing this verification document.

They are also required to maintain a safe and supportive working environment for staff for whom they are responsible in line with organisational procedures. This includes:

- Incorporating respectful and supportive behaviours into work practices and modelling same.
- Implementing policies and procedures that contribute to a safe and supportive working environment.
- Coaching and mentoring staff to maintain a safe and supportive environment within agreed timeframes.

/cont

Your signature on this form will be interpreted as verification of the above.

Comments

The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance

Assessment Task Two – Element 2

Introduction

This assessment task is designed to assess your ability to maintain a safe and supportive working environment.

It includes, but is not limited to, personal safety and cultural safety.

Instructions

You are to provide examples from your workplace of policies, practices and behaviours related to maintaining a safe and supportive working environment which take place under your direction.

Answer the 'Task Two Questions.'

You may use either the question format provided or answer the questions on your own sheet of paper if you prefer. You may also answer these questions orally.

Answers must be comprehensive and contain specific examples, but need not mention names or provide information which would identify participants.

You must also ask your Manager to complete the appropriate section of the Managers Verification Form.

Task Two Questions

1. Give three examples of how desired behaviours relating to a safe and supportive working environment are:
 - (a) incorporated into planning
 - (b) incorporated into work practices
 - (c) modelled

Example no. 1.

Example no. 2

Example no. 3

2. Give three examples of policies and procedures which you believe are working well in contributing to a safe and supportive workplace. Why do you think they are effective?

Examples may include:

- workplace harassment
- workplace values
- standards of behaviour
- EEO
- diversity
- stress management

One of your examples must relate to personal safety, and one to cultural safety.

Example no. 1

Example no. 2

Example no. 3

3. What coaching and mentoring is provided under your direction to assist with the maintenance of a safe and supportive working environment?

Give two recent examples of effective coaching or mentoring.

Example no.1

Example no. 2

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 8496.

Element	Task	Evidence required	Judgment
One: Develop and implement work standards and processes for a safe and supportive working environment, in accordance with organisational requirements.	Task One	<p>The learner selects four areas of work standards and processes to describe in detail.</p> <p>Documentation must be provided where relevant.</p> <p>Manager Verification Form must be completed by the learner's manager.</p>	<p>Evidence is required for four standards and processes that contribute to a safe and supportive work environment..</p> <p>The standards and processes meet objectives and required outcomes and are recorded appropriately.</p> <p>Learner identifies opportunities for improvement, and assesses these for feasibility in consultation with the appropriate people. Required changes are implemented.</p> <p>The standards and processes identify the responsibilities of individuals, teams and the organisation, and are agreed to by all parties.</p> <p>The learner seeks input into the development and implementation of standards and processes.</p> <p>Learner makes changes within the required timeframe and format. People involved are kept up-to-date with progress.</p>
Two: Maintain a safe and supportive working environment. Range: personal safety, cultural safety.	Two	<p>Learner provides answers to all questions.</p> <p>Manager Verification Form is completed.</p>	<p>Learner demonstrates behaviours that support a safe and supportive working environment, and incorporates these in planning and work practices.</p> <p>Learner identifies three policies and procedures that contribute to a safe and supportive working environment and implements these using organisational</p>

Element	Task	Evidence required	Judgment
			<p>processes. Examples may include:</p> <ul style="list-style-type: none"> • workplace harassment policies • workplace values • standards of behaviour • EEO • diversity • stress management. <p>Learner coaches and mentors staff to assist the safe and supportive work environment within established procedures and agreed timeframes.</p>