

Trainee Assessment

Challenging behaviour

| Unit standard | Version | Level | Credits |
|--|---------|-------|---------|
| 23388 Provide support to a person whose behaviour presents challenges in a health or wellbeing setting | 3 | 3 | 4 |

Your name:

Your workplace:

Your date of birth:

NSN number (if you know it):

Declaration

- I was told about and understand the assessment requirements and appeals process.
- I have prepared my answers myself.
- Any evidence I have provided as my own, I produced myself.
- I understand that this assessment may be used for moderation and quality control purposes.
- I understand that when I achieve this unit standard my result will be registered with the New Zealand Qualifications Authority.

I confirm the above declaration: Yes No Date: _____

Assessment summary (completed by assessor)

Trainee's performance summary

| Assessment tasks | Assessor signature | Date achieved |
|--|--------------------|---------------|
| Task 1: Responding to challenging behaviours | | |
| Task 2: Implement and evaluate positive approaches – observation | | |

Unit standard results

I have assessed the trainee and confirm the requirements have been met to demonstrate competency in:

| Unit Standard(s) | Version | Level | Credits | ✓ |
|--|---------|-------|---------|--------------------------|
| 23388 Provide support to a person whose behaviour presents challenges in a health or wellbeing setting | 3 | 3 | 4 | <input type="checkbox"/> |



| | |
|----------------|------------------|
| Assessor name: | Assessor number: |
| Signature: | Date: |

Trainee information

Before you start:

- The assessor/observer will talk about what you need to do.
- You may have been observed doing some of these tasks already, or there may be workplace documents you have completed, such as a workplace incident report, which documents what you have done at work.
- You may bring evidence of what you have done already, such as your induction training log, or proof of competency from a course you have completed, eg a marked assessment or project. This may be recorded as evidence.

As you go:

- Follow the instructions for each task.
- For knowledge assessment questions you can choose to write your answers or your assessor may record your verbal answers for you.
- Your assessor or observer will complete the observation form in this assessment when they observe your work. Sometimes they may ask you to do a specific task or ask a question about what you are doing.
- If you need help with this assessment, please contact your assessor.

When you finish:

- Make sure you have completed any parts where the assessor/observer has said you need more work.

Appeals

If you wish to appeal against the assessment result or process, talk to your assessor. If you are still not satisfied, you can appeal to Careerforce by completing the assessment result appeal form that can be found online at www.careerforce.org.nz/contact/forms

Feedback

Careerforce regularly reviews our assessment and learning resources. As a user, we would appreciate feedback on how you found it. Feedback can be provided to Careerforce via:

- our online feedback form at www.careerforce.org.nz/contact/resource-assessment-feedback
- email to info@careerforce.org.nz

Task 1: Responding to challenging behaviours

For this task, you need to provide details of a situation where you experienced challenging behaviour and how you have implemented and evaluated strategies to reduce the need for challenging behaviours.

Complete all written tasks in this assessment before asking your observer to complete the observation form to confirm that you are able to respond to challenging behaviour by identifying, implementing and evaluating positive support strategies to reduce the need for a person to use challenging behaviour.

The observer must be a person who has observed your work over a period of time and can confirm that you complete the tasks to the standard required. Your observer will complete the following observation form and may ask questions about what you are doing or what you have done previously. They may have recently seen you do one or more of these tasks. If so, they can record on the form evidence previously seen, heard, documented or filed.

Your assessor may contact your observer to discuss their comments.

Read the observation form so you know what is being observed.

Describe a situation where you experienced behaviour that challenged you and how you responded

Challenging behaviour might include aggressive behaviour, repetitive behaviour, invasion of personal space, defiance or another type you identify yourself.

In your answer you must describe the behaviour and the situation. This situation will be used to complete the rest of the questions in this task.

1 Describe the behaviour that challenged you.

2 How did you record and report the behaviour?

In your answer, outline your organisation's policies and procedures.

3 What factors were associated with the person's behaviour?

In your answer, say how these factors affected the person you support.

Factors may include but are not limited to – communication, environment, the level of control the individual has over his/her own life, power over the individual by others, service limitations, relationships, cultural factors, quality of lifestyle, health issues, syndromes, medication, anxiety, sensory issues, response to trauma/abuse, function of the behaviour for the person being supported.

| | |
|--|--|
| First factor | |
| How did this factor affect the person? | |
| Second factor | |
| How did this factor affect the person? | |

4 What **three** factors did you identify which could reduce the need for the person to use challenging behaviour?

In your answer, explain how the factors could reduce the need for the person to use challenging behaviour.

Factors may include but are not limited to – the support person’s approach/parenting style, the number of individuals involved the consistency of approach from individuals involved , mode or frequency of communication, changes to environment, opportunities to make choices, consequences, teaching new skills.

| | |
|---|--|
| First factor | |
| How could this reduce the need for the person to use challenging behaviour? | |
| Second factor | |
| How could this reduce the need for the person to use challenging behaviour? | |
| Third factor | |
| How could this reduce the need for the person to use challenging behaviour? | |

Task 2: Implement and evaluate positive approaches

For this task, you will identify, implement, and evaluate positive support strategies to reduce the need for a person to use challenging behaviour in a health or wellbeing setting.

In your answer, name **two** strategies, describe why you chose them and describe how you used them.

Support strategies may include, but are not limited to, establishing functional communication options, change in service delivery, improving health status, participating in new activities, acquiring new skills, accessing new environments, gaining new social contacts, positive rewards providing information, providing opportunities for active participation and choice, distraction techniques, reducing stimuli, environmental changes, utilising support services.

1 Identify **two** positive support strategies and explain, for each, how the need to use challenging behaviour was reduced.

Strategy 1:

Strategy 2:

2 Explain how these **two** strategies were implemented in accordance with your organisation's policies and procedures.

3 What worked well with these strategies and what could have been improved?

Observation

Note to observer:

You must have observed the trainee working over a period of time. You may have recently seen the trainee do one or more of these tasks. If so, you can record on the form evidence previously seen, heard, documented or filed.

The trainee has provided details of identifying, implementing and evaluating positive approaches to reduce the need for challenging behaviour. You need to be confident that the information they have provided is correct and that the trainee consistently uses positive approaches to reduce challenging behaviour.

Please comment on the trainee's performance. The assessor may wish to contact you to discuss this.

| I confirm that the trainee has identified, implemented and evaluated positive support strategies to reduce challenging behaviour to the standards below. The trainee: | Assessor/observer to complete ✓ |
|--|------------------------------------|
| <ul style="list-style-type: none"> follows their organisation's policies and procedures at all times. Comments: | <input type="checkbox"/> |
| <ul style="list-style-type: none"> implements strategies following their professional responsibilities. Please comment on specific strategies: | <input type="checkbox"/> |
| <ul style="list-style-type: none"> evaluates and reviews strategies identifying any positive and negative outcomes from their implementation. Please provide a comment on how the trainee uses strategies to identify positive and negative outcomes: | <input type="checkbox"/> |

Observation comments from the observer or assessor

General comments:

If you are an observer, please give your details as the assessor may wish to contact you.

| | | | |
|-----------------------------------|--|--------------|--|
| Observer's name: | | Designation: | |
| Signature: | | Date: | |
| Contact details (phone/email): | | | |

Task 2: Assessor feedback to trainee

When the assessor agrees you have completed this task successfully, they will sign it off on the assessment summary page at the front of this assessment.