

Trainee Assessment

De-escalating unwanted behaviour

Unit standard	Version	Level	Credits
27315 Describe and implement strategies for de-escalating unwanted behaviour in an aged care, health, or disability context	1	4	3

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: Strategies for de-escalating unwanted behaviour		
Task 2: Strategies for de-escalating unwanted behaviour - verification		

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	✓
27315 Describe and implement strategies for de-escalating unwanted behaviour in an aged care, health, or disability context	1	4	3	<input type="checkbox"/>



Assessor name:	Assessor number:
Signature:	Date:

Trainee information

Before you start:

- The assessor/verifier will meet with you and talk about what you need to do.
- Read through the Careerforce workplace learning and assessment guide if you need more information about the assessment process.

As you go:

- Follow instructions for each task.
- Answer all questions.

When you finish:

- Make sure you have completed any parts where the assessor/verifier 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: Strategies for de-escalating unwanted behaviour

For this task, you need to be describing the strategies you can use to de-escalate unwanted behaviour.

1. What unwanted behaviours might you experience at work and how could you de-escalate them?

Complete the table below to describe the strategies you could use to de-escalate two types of unwanted verbal behaviour and two types of unwanted physical behaviour.

Your answers should consider how your strategies for de-escalation can:

- prevent the behaviour from escalating further.
- use any available resources to help you.
- follow your organisations policies and procedures.

First verbal behaviour	
Describe the unwanted verbal behaviour	

Continued next page

What strategy could you use to de-escalate this behaviour?

Second verbal behaviour

Describe the unwanted verbal behaviour

What strategy could you use to de-escalate this behaviour?

First physical behaviour

Describe the unwanted physical behaviour

What strategy could you use to de-escalate this behaviour?

Second physical behaviour

Describe the unwanted physical behaviour

What strategy could you use to de-escalate this behaviour?

Task 1: Assessor feedback to trainee

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

Task 2: De-escalating unwanted behavior

For this task, you need to implement at least two different strategies to de-escalate unwanted behaviour.

Complete all written tasks in this assessment before completing this task.

Ask your verifier or assessor to complete the verification form.

The verifier may be someone such as your manager, supervisor or team leader. This 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.

Read the checklist so you know what is being verified.

Your assessor may contact your verifier to discuss their comments.

1. Complete the form below with the details of two situations where you implemented different strategies to de-escalate unwanted behaviours

Alternatively, you can attach a workplace incident form which includes this information.

Date of first situation	
Describe the situation	
What strategy did you use to de-escalate the unwanted behaviour?	
Why did you choose that strategy?	

Date of second situation	
Describe the situation	
What strategy did you use to de-escalate the unwanted behaviour?	
Why did you choose that strategy?	

Verification


Note to Verifier:

You have been asked to complete this verification as the supervisor/manager of the trainee. You must have observed the trainee working over a period of time.

The trainee has provided details of two situations where they selected and implemented different strategies to de-escalate unwanted behaviours.

You need to be confident that the information the trainee has provided is correct and that the trainee has selected and implements appropriate strategies when de-escalating unwanted behaviour according to the standards listed in the checklist below.

If you agree that the trainee meets these standards please tick the boxes below. If you do not agree please discuss the requirements with the trainee. Please comment on the trainee performance (next page). The assessor may wish to contact you to discuss this verification.

<p>I confirm that the trainee has selected and implemented at least two strategies to de-escalate unwanted behaviour and that the trainee:</p>	
<ul style="list-style-type: none"> • selects strategies that are appropriate for the nature of the unwanted behaviour, the people involved and the setting. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • complies with the Code of Rights and other legal responsibilities. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • ensures the safety of themselves and others. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • addresses the unwanted behaviour in a timely fashion. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • considers the person's medical history or status where appropriate. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • takes into account any cultural considerations where appropriate. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • stays within the boundaries of their role. 	<input type="checkbox"/>
<ul style="list-style-type: none"> • follows their organisation's policies and procedures at all times. 	<input type="checkbox"/>

Please comment:

Verifier Name		Designation	
Signature		Date	
Contact phone number or 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 Results page at the front of this assessment.