

Trainee Assessment

Support a healthcare facility as an orderly

Unit standard	Version	Level	Credits
28534 Support the effective functioning of a healthcare facility as an orderly	1	3	5

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: The role of an orderly		
Task 2: Interact with people and maintain safety and security – 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	✓
28534 Support the effective functioning of a healthcare facility as an orderly	1	3	5	<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: The role of an orderly

For this task, you need to show you understand what the role of an orderly is.

1. How does the role of an orderly impact on people's experiences in a healthcare facility?

Think about the people you look after in your role, including patients and:

- their family and whānau.
- their support people.
- their friends.

What do you do for different people within the healthcare facility where you work?

How does your job impact on their experience while they are there?

2. How do you interact and support other staff in the healthcare team that you work with?

Think about how you work as part of the healthcare team and how you interact with them.

You might want to include how you support the team with different tasks, dealing with people with challenging behaviour, and handover procedures.

3. What are the boundaries of your role?

You might want to think about:

- what is included in your work scope?
- what are the main things that you cannot do in the organisation you work for?

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: Interact with people and maintain safety and security

For this task, you need to interact with people and maintain a safe and secure environment when providing orderly services in your workplace.

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

Ask your verifier to complete the verification form to confirm that you interact with people and maintain safety and security appropriately when providing orderly services.

The verifier is likely to be 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. Your assessor may contact your verifier to discuss their comments.

Read the checklist so you know what is being verified.

1. Complete the table below with details of when you identified two hazards in your workplace and describe what you did about them

Date first hazard identified:	
What was the hazard?	
What did you do to minimise, isolate or eliminate the hazard?	
Date second hazard identified:	
What was the hazard?	
What did you do to minimise, isolate or eliminate the hazard?	

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 identifying and taking action over two hazards.

You need to be confident that the information the trainee has provided is correct, and that the trainee consistently interacts with people and maintains safety and security 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’s performance. The assessor may wish to contact you to discuss this verification.

I confirm that the trainee consistently interacts with people and maintains safety and security according to the standards below. The trainee:



• identifies and takes action to minimise, isolate or eliminate hazards as part of their role.

• follows their organisation’s policies and procedures for ensuring the safety and security of people.

• follows their organisation’s policies and procedures for ensuring establishment safety and security.

• responds to situations that require intervention to maintain safety and security in an appropriate manner following their organisation’s policies and procedures.

• completes accident and/or incident reports, where required.

• acknowledges all people in an appropriate manner.

This may include greeting, offering assistance where required or providing a service for them.

• interacts with people from other cultures in a way that is appropriate to the culture and the situation.

<ul style="list-style-type: none"> provides advice to people about healthcare facilities and/or services, where required. 	<input type="checkbox"/>		
<ul style="list-style-type: none"> provides support to people requiring special assistance. 	<input type="checkbox"/>		
<ul style="list-style-type: none"> follows the 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.