

Trainee Assessment Communication

Unit standard	Version	Level	Credits
28557 Communicate to support people's health and wellbeing	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: Effective communication		
Task 2: Communicate to support a person's wellness – 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	✓
28557 Communicate to support people's health and wellbeing	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: Effective communication

For this task, you need to show your understanding of the barriers to effective communication and the supports available in a health and wellbeing setting.

1 How do **two** barriers prevent effective communication?

Choose **two barriers** and describe how they prevent effective communication.

Barriers might include:

- sensory impairments.
- speech/language impairments.
- lack of health literacy.
- use of jargon.
- dementia.
- cultural practices.
- language.
- another barrier you identify yourself.

Barrier One

How it prevents effective communication

Barrier Two

How it prevents effective communication

2 What communication supports are available?

|

3 What is the procedure in your organisation for accessing these supports?

Task 1: 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.

Task 2: Communicate to support a person's wellness – verification

For this task, you need to demonstrate that you can communicate with other people to support a person's wellness. This includes communicating with the person you support and other people supporting that person, e.g. their family/whānau or other support networks.

Complete all written tasks in this assessment before asking your verifier to complete the verification form to confirm that you have used effective communication with **two** people, who can be the person you support and others that support the person or assist you in your role.

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 the details of when you communicated with **two** different people to support their wellness.

Communication could include:

- introducing self.
- addressing a person by preferred name in a respectful manner.
- selecting an environment conducive to effective communication.
- use of respectful body language and positioning.
- supportive use of questioning.
- responding to a person's questions.
- use of plain language.
- use of non-verbal responses.
- providing and/or recording oral and written information.
- or any other communication that you have identified.

What was the first situation?

What were the person's communication preferences?

<p>Describe any barriers to effective communication.</p>	
<p>What did you do to address these within the boundaries of your role as a support worker?</p>	
<p>Describe two communication techniques you used.</p>	
<p>What was the second situation?</p>	
<p>What were the person's communication preferences?</p>	
<p>Describe any barriers to effective communication.</p>	

<p>What did you do to address these within the boundaries of your role as a support worker?</p>	
<p>Describe two communication techniques you used.</p>	

2. Complete the table below with the details of when you communicated with other people who support a person’s wellness.

Others include colleagues, family/whānau and/or other support networks.

<p>What was the situation?</p>	
<p>How did you communicate the information to others following privacy, confidentiality and reporting requirements?</p>	
<p>Give two examples of different information that you received from other people</p>	
<p>How did you check that you understood the information?</p>	

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 communicating with people they support and others, to support the person's wellness.

You need to be confident that the information they have provided is correct and that the trainee consistently communicates effectively with the people they support and others, to support the person's wellness.

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 information the trainee has provided is correct and that the trainee communicates effectively according to the standards below.
The trainee:



• initiates and maintains communication following the preferences of **two people** being supported.

• communicates in a way that considers and addresses any barriers to effective communication, within the boundaries of their role.

• communicates information about a person they support to others following privacy, confidentiality and reporting requirements at all times.

• checks information communicated by others for comprehension, interpretation and clarity of intent.

• consistently communicates effectively in the workplace.

Please give the dates of the time period over which you observed the trainee's communication.

Please add any further comments you wish to make:

Verifier 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.