Trainee Assessment

Service delivery models

<table>
<thead>
<tr>
<th>Unit standard</th>
<th>Version</th>
<th>Level</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>28985 Demonstrate knowledge of service delivery models in a health or wellbeing setting</td>
<td>2</td>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Assessment tasks</th>
<th>Assessor’s signature</th>
<th>Date achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1: Your service delivery model or approach</td>
<td></td>
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<tr>
<td>Task 2: Other service delivery models or approaches</td>
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<tr>
<td>Task 3: Compare service delivery models or approaches</td>
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Unit standard results

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

<table>
<thead>
<tr>
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Assessor’s name:                      Assessor’s 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

- Answer all questions. Refer to real situations when answering questions.
- Follow the instructions for each task.
- If you answer by writing, you may write either electronically or by hand.
- If you answer verbally, your assessor will write your answer(s) or may use a voice recorder.
- If you need help with this assessment, please contact your assessor.

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. You can find this form 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

Definitions

Service delivery models or approaches refer to philosophies of consumer support that may be applied within a health or wellbeing setting. A service delivery model or approach provides a set of underlying principles, aims and objectives, operational parameters and reviewable outcomes that direct the nature of consumer support and the manner in which it is provided.

An organisation’s policies and procedures are the policies and procedures of the employer and include ethical codes, standards and other organisational requirements.
Task 1: Your service delivery model or approach

In this task you must show that you understand the service delivery model or approach you use in your workplace.

Refer to the service delivery model in your workplace and answer the questions that follow.

The service delivery model or approach I use in my workplace is:

1. Outline the underlying philosophy and key features of the service delivery model or approach.
2 What are the strengths and limitations of this service delivery model or approach?

3 How may this service delivery model or approach be applied in your workplace?
4 Answer the questions below in terms of stigma and discrimination in your workplace.

**Explain how the service delivery model or approach can reduce stigma and discrimination against people you support.**

**What strategies do you use to reduce stigma and discrimination against the people you support?**
5 Answer the questions below in terms of empowerment and advocacy in your workplace.

**Explain how the service delivery model or approach can promote empowerment and advocacy for people you support.**

**What strategies do you use to promote empowerment and advocacy for people you support?**
Task 1: Assessor’s feedback to trainee

When the assessor agrees that you have completed this task successfully, they will sign it off on the assessment summary page at the front of this assessment.
Task 2: Other service delivery models or approaches

In this task you must show that you understand other service delivery models or approaches used in other organisations.

1. Research **two other** service delivery models used in other organisations and answer the questions that follow.

<table>
<thead>
<tr>
<th>The first service delivery model or approach I chose is:</th>
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</table>

Outline the underlying philosophy and key features of this service delivery model or approach.

<table>
<thead>
<tr>
<th>What are the strengths and limitations of this service delivery model or approach?</th>
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</tbody>
</table>
The second service delivery model or approach I chose is:

Outline the underlying philosophy and key features of this service delivery model or approach.

What are the strengths and limitations of this service delivery model or approach?
Task 2: Assessor’s feedback to trainee

When the assessor agrees that you have completed this task successfully, they will sign it off on the assessment summary page at the front of this assessment.
## Task 3: Compare service delivery models or approaches

In this task you must show that you understand service delivery models or approaches and how they compare to each other.

Compare your service delivery model or approach to the two models or approaches you researched in Task 2.

<table>
<thead>
<tr>
<th>Your service delivery model or approach:</th>
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<table>
<thead>
<tr>
<th>The first service delivery model or approach I researched is:</th>
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<table>
<thead>
<tr>
<th>The second service delivery model or approach I researched is:</th>
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</table>

1. How is the service delivery model used in your workplace different from the other two models or approaches?
2 What aspects of the service delivery model or approach used in your workplace make it suitable for the people you support and/or the type of support you provide?

3 For the other two service delivery models or approaches, identify a group of people who access support and/or a type of support the service delivery models might be suitable for. Explain why.
Task 3: Assessor’s feedback to trainee

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