



**CHC33021 Certificate III in Individual Support (Ageing)**

**Structured Workplace Learning and Assessment**

Interview Questionnaire 1 of 1

Module 1: CHCCOM005 Communicate and work in health or community services

Module 2: CHCLEG001 Work legally and ethically

Module 5: HLTWHS002 Follow safe work practices for direct client care & HLTINF006 Apply basic principles and practices of infection prevention and control

**What is Structured Workplace Learning and Assessment?**

Swinburne Open Education offer students a unique opportunity to study in an online environment to develop their skills and knowledge in their chosen field, at a time and pace that suits them.

Many of our courses require practical skills application to achieve competency. Structured Workplace Learning and Assessment (SWLA) offers students in these courses the opportunity to seek out a workplace where they can apply their learning in practical ways in order to expand on and demonstrate their skills.

The following pack outlines what is involved in work placement for workplace supervisors and students.

This document is provided for the students’ information only so that students may prepare for the Final Interview. The student will answer the questions captured in the Final Interview with the Assessor directly at which time the Assessor will complete this form on their behalf.

The student does not need to submit this document as part of their performance evidence.

****

 Please consider the environment before printing this document.

**Structured Workplace Learning and Assessment**

**Interview Questionnaire 1**

**CHC33021 Certificate III in Individual Support**

Contents

[Interview Questionnaire 4](#_Toc96957364)

[Section A: Student Details 4](#_Toc96957365)

[Section B: Assessor Details 4](#_Toc96957366)

[Section C: Host Organisation Details 4](#_Toc96957367)

[Section D: Units of Competency (UoC) 5](#_Toc96957368)

[The Course 5](#_Toc96957369)

[Section E: Introduction Interview Session 6](#_Toc96957370)

[Introduction Interview 6](#_Toc96957371)

[Section F: Check-in Interview Session 8](#_Toc96957372)

[Check-in Interview 8](#_Toc96957373)

[Section G: Final Interview Session 10](#_Toc96957374)

[Final Interview 10](#_Toc96957375)

# Interview Questionnaire

This interview questionnaire outlines the interview check in process and information captured by the Assessor from the Student and the Workplace Supervisor.

This document is completed by the Assessor on behalf of the student and is used to record the Student and Supervisor interview check ins and are provided here for transparency.

# Section A: Student Details

|  |  |
| --- | --- |
| Student Name |  |
| Student Number |  |
| Qualification Name |  |
| Home Telephone |  |
| Mobile |  |
| Email |  |

# Section B: Assessor Details

|  |  |
| --- | --- |
| Name |  |
| Assessor Number/ID |  |
| Telephone |  |
| Email |  |

# Section C: Host Organisation Details

|  |
| --- |
| **HOST ORGANISATION DETAILS** |
| Business Name |  |
| Company ABN/ ACN |  |
| Street Address |  |
| Postal Address |  |
| Work Site Address |  |
| Phone Number |  |
| **SUPERVISOR DETAILS** |
| Name |  |
| Position Title |  |
| Phone Number |  |
| Email |  |

# Section D: Units of Competency (UoC)

## The Course

The CHC33021 Certificate III in individual support (Ageing, disability and Ageing and disability) as applicable to student enrolment in the course includes the following units of competency.

The Work Placement commitment is a total of 120 hours and is aligned to the following units within the course. Work Placement is split into two (2) groups as follows:

**The CHC33021 Certificate III in Individual Support (Ageing) – The units covered in this stream are listed below in order**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MODULE | UNIT CODE | UNIT TITLE | LEARNING | ASSESSMENT | TOTAL SWLA HOURS |
| BLOCK 1 |
| 0 | N/A | Introduction to community services  |  |  |  |
| 1 | CHCCOM005 | Communicate and work in health or community services  | 42 | 18 | 60 |
| 2 | CHCLEG001 | Work legally and ethically  |
| 3 | CHCDIV001 | Work with diverse people (NB: no SWLA hours are required) |
| 4 | CHCCCS041 | Recognise healthy body system (NB: no SWLA hours are required) |
| 5 | HLTWHS002 | Follow safe work practices for direct client care |
| HLTINF006 | Comply with infection prevention and control policies and procedures |
| 6 | SWLA Block 1 | Submissions |  |  |  |
| BLOCK 2  |
| 7 | CHCCCS036  | Support relationships with carer and family | 42 | 18 | 60 |
| 8 | \*CHCCCS040 | Support independence and well being |
| 9 | CHCCCS031  | Provide individualised support |
| 10 | CHCCCS038 | Facilitate the empowerment of people receiving support |
| 11 | CHCCCS017 | Provide loss and grief support |
| 12 | CHCDIS011 | Contribute to ongoing skills development using a strengths-based approach |
| 13 | CHCAGE011 | Provide support to people living with dementia |
| 14 | CHCAGE013 |  Work effectively in aged care |  |  |  |
| 15 | CHCPAL003 |  Deliver care services using a palliative approach |  |  |  |
| 16 | SWLA 2 | CHCCCS036, CHCCCS040CHCCCS031, CHCCCS038, CHCCCS017, CHCDIS011CHCAGE011, CHCAGE013CHCPAL003 |  |  |  |

\*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA1 and SWLA 2 requirements

**The CHC33021 Certificate III in Individual Support (Disability) – The units covered in this stream are listed below in order**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MODULE | UNIT CODE | UNIT TITLE | LEARNING | ASSESSMENT | TOTAL SWLA HOURS |
| BLOCK 1 |
| 0 | N/A | Introduction to community services  |  |  |  |
| 1 | CHCCOM005 | Communicate and work in health or community services  | 42 | 18 | 60 |
| 2 | CHCLEG001 | Work legally and ethically  |
| 3 | CHCDIV001 | Work with diverse people (NB: no SWLA hours are required) |
| 4 | CHCCCS041 | Recognise healthy body system (NB: no SWLA hours are required) |
| 5 | HLTWHS002 | Follow safe work practices for direct client care |
| HLTINF006 | Comply with infection prevention and control policies and procedures |
| 6 | SWLA Block 1 | Submissions |  |  |  |
| BLOCK 2  |
| 7 | CHCCCS036  | Support relationships with carer and family | 42 | 18 | 60 |
| 8 | \*CHCCCS040 | Support independence and well being |
| 9 | CHCCCS031  | Provide individualised support |
| 10 | CHCCCS038 | Facilitate the empowerment of people receiving support |
| 11 | CHCCCS017 | Provide loss and grief support |
| 12 | CHCDIS011 | Contribute to ongoing skills development using a strengths-based approach |
| 13 | CHCDIS012 | Support community participation and social inclusion  |
| 14 | CHCDIS020 |  Work effectively in disability support |  |  |  |
| 15 | CHCCCS035 |  Support people with autism spectrum disorder |  |  |  |
| 16 | SWLA 2 | CHCCCS036CHCCCS040CHCCCS031CHCCCS038CHCCCS017CHCDIS011CHCDIS012CHCDIS020CHCCCS035 |  |  |  |

\*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA1 and SWLA 2 requirements

**The CHC33021 Certificate III in Individual Support (Ageing and Disability) – The units covered in this stream are listed below in order**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MODULE | UNIT CODE | UNIT TITLE | LEARNING | ASSESSMENT | TOTAL SWLA HOURS |
| BLOCK 1 |
| 0 | N/A | Introduction to community services  |  |  |  |
| 1 | CHCCOM005 | Communicate and work in health or community services  | 42 | 18 | 60 |
| 2 | CHCLEG001 | Work legally and ethically  |
| 3 | CHCDIV001 | Work with diverse people (NB: no SWLA hours are required) |
| 4 | CHCCCS041 | Recognise healthy body system (NB: no SWLA hours are required) |
| 5 | HLTWHS002 | Follow safe work practices for direct client care |
| HLTINF006 | Comply with infection prevention and control policies and procedures |
| 6 | SWLA Block 1 | Submissions |  |  |  |
| BLOCK 2  |
| 7 | CHCAGE013 |  Work effectively in aged care | 42 | 18 | 60 |
| 8 | \*CHCCCS040 | Support independence and well being |
| 9 | CHCCCS031  | Provide individualised support |
| 10 | CHCCCS038 | Facilitate the empowerment of people receiving support |
| 11 | CHCAGE011 | Provide support to people living with dementia |
| 12 | CHCDIS011 | Contribute to ongoing skills development using a strengths-based approach |
| 13 | CHCDIS012 | Support community participation and social inclusion |
| 14 | CHCDIS020 | Work effectively in disability support |  |  |  |
| 15 | CHCPAL003 |  Deliver care services using a palliative approach |  |  |  |
| 16 | SWLA 2 | CHCAGE013, CHCCCS040CHCCCS031, CHCCCS038, CHCDIS012, CHCDIS011, CHCDIS020CHCAGE011, CHCPA003 |  |  |  |

\*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA1 and SWLA 2 requirements**.**

# Section E: Introduction Interview Session

The first interview session is conducted prior to the Student entering the work placement. This is an open conversation that will address the following topics:

* How the SWLA process will work
* The role of all parties, including:
	+ The Assessor
	+ The Student
	+ The Workplace Supervisor
* The check in process and schedule with the Assessor
* Where to go if Students or Workplace Supervisors have any questions
* Confirmation of the scheduled Check-in Interview

## Introduction Interview

|  |
| --- |
| **THE STUDENT** |
| Student Name: |  | Date: |  |
| Assessor Name: |  | Method of communication: |  |
| Introduction Interview Notes: |
|  |
| Check-in Interview Scheduled |  |

|  |
| --- |
| **THE WORKPLACE SUPERVISOR** |
| Workplace Supervisor Name: |  | Date: |  |
| Assessor Name: |  | Method of communication: |  |
| Introduction Interview Notes: |
|  |
| Check-in Interview Scheduled |  |

# Section F: Check-in Interview Session

The second interview session is conducted once the student is settled in and completing their SWLA process. This is an open conversation that will address the following topics:

* How the SWLA process is working for all parties
* If any of the parties have any questions or concerns
* Confirmation of the schedule for completion of the SWLA
* Confirmation of the scheduled Final Interview

## Check-in Interview

|  |
| --- |
| **THE STUDENT** |
| Student Name: |  | Date: |  |
| Assessor Name: |  | Method of communication: |  |
| Check-in Interview Notes: |
|  |
| Final Interview Scheduled |  |

|  |
| --- |
| **THE WORKPLACE SUPERVISOR** |
| Workplace Supervisor Name: |  | Date: |  |
| Assessor Name: |  | Method of communication: |  |
| Check-in Interview Notes: |
|  |
| Final Interview Scheduled |  |

# Section G: Final Interview Session

The final interview session is conducted once the student has completed their SWLA and all associated assessments (SWLA Portfolio). This is a mix of an open conversation and specific questions that will confirm the student experience.

The Final Interview Questions are outlined below and it is recommended that the Student and the Workplace Supervisor review these questions prior to the session so that they may consider their answers.

## Final Interview

|  |
| --- |
| **THE STUDENT** |
| Student Name: |  | Date: |  |
| Assessor Name: |  | Method of communication: |  |
| Final Interview Notes: |
|  |
| **MODULE 1: CHCCOM005 – Communicate and work in health or community services** |
| 1. How have you demonstrated effective communication in three work situations?
 | Answers should include 3 common work situations, e.g.: Communicating with colleagues, client’s, family member or carer. Effective communication skills should include being clear and concise in verbal or written communication. Effective communication should also involve active listening, empathy, respect and being able to understand non-verbal messages (body language/facial and hand gestures).  |
| 1. Tell me about any communication constraints you experienced in the workplace.
 | Answers should include communication constraints such as:Language communication barriersperceptual constraints – e.g. the employee or client may be afraid to speak based on what and how they perceive others.Emotional constraints – being afraid of what others thinkCultural constraints – not understanding cultural behaviours which may increase the risk of doing something that the cultural group may frown upon.  |
| 1. How did you identify and report problems to your supervisor?
 | Answers may include:Following workplace policies and procedures Notifying supervisor verbally and/or in writingCompleting incident reports  |
| 1. How did you contribute positively to the quality, productivity and effective teamwork in the workplace?
 | Answer should include how student contributed positively in day to day work situations with their work colleagues, clients, carer’s. For instance:* Be respectful and never speak over others, allow the other person to finish speaking
* Be open-minded
* Give praise and feedback
* Being available to answer questions
 |
| **MODULE 2: CHCLEG001 – Work legally and ethically** |
| 1. Describe a situation where you completed a task within the legal and ethical requirements of your role. Consider the following:
	* What types of workplace processes did you need to access?
	* Did you feel the need to seek clarification from a colleague or supervisor?
 | Answers should include a day to day work situation with a client, carer, family member or work colleague.For instance: Providing personalized support to a client (showering/dressing) may include how they:* Respected the client’s privacy and dignity
* Used correct manual handling processes
* Discussed processes with supervisor or colleague if student was unfamiliar with a work process
* Followed or accessed WHS and Manual handling procedures
 |
| 1. List your roles and responsibilities surrounding the situation in the previous section.
 | Answers should include the role and responsibilities of the student, for instance:* Ensuring the client is safe
* Respecting the client’s privacy
* Complying with WHS procedures
* Upholding the client’s rights
 |
| 1. Tell me about your work schedule and how you followed it?
 | Answers should include the day to day routine/list of tasks and how the student followed this.  |
| 1. How have you complied with workplace processes and lines of reporting?
 | Answers should include who they report to in the workplace. |
| 1. Provide an example of competing value systems and how you would use effective problem-solving techniques?
 | Answers should include how the student managed a situation where competing value systems were identified and how they were able to solve this. For instance, perhaps a client may treat the learner disrespectfully. The student will then discuss how they mitigated this situation using problem solving techniques.  |
| **MODULE 5: HLTWHS002 – Follow safe work practices for direct client care and HLTINF006 Apply principles of infection control** |
| 1. Access your organisations current workplace policies and procedures document and briefly explain how you implemented the two (2) policies and procedures to manage hazards and risks in the workplace?
 | For example: this may include WHS policies and procedures, Risk and hazard management policies and proceduresProcedures may include: inspecting and completing hazard and risk assessment, following legislative requirements for work related processes, carrying out safety measures.  |
| 1. Could you tell me who are the designated personnel in your workplace who did you report the identified hazard, risk and incidents at workplace?
 | For example: this could be supervisor/Manager/Health care representative/ First aid officer depending on the nature of the incident reported the incident to authorized personnel. |
| 1. Read your organization infection control policies and procedures and explain two(2) standard precautions you must take at all times to stop spread of infection
 | For example : practice hand hygiene at all times, follow procedures for selecting and wearing correct PPE, follow organisations cleaning procedures , safely handle linen and frequently touched equipment |
| 1. Briefly explain two (2) situations where you applied additional precautions where standard precautions are not enough to prevent spread of infection and how did you apply the additional precautions?
 | For example : when the infection is highly contagious and is deemed as highly transmissibleIn portfolio (SWLA) applied additional precautions for 1. Covid 19 infection outbreak: Practiced good hand hygiene before touching the patient or their food and after exiting from there place, wear facemasks and disposable gown and aprons while working and remove and dispose of all PPE before leaving, Remove clothes at work and have them washed on site instead of taking them home, Make sure any cuts or wounds are covered – if wounds are present or are hard to cover – for example, a cold sore – stay away from work.2. Gastro outbreak- which is a contact which is a highly contagious infection so along with standard precautions additional precautions will also apply such as increasing cleaning routines, using hospital grade disinfectant, following strict hand hygiene especially before and after patient contact, ensuring signage is always displayed for anyone visiting the facility to follow strict contact precautions such as wearing proper PPE, following hand hygiene. |
| 1. List five(5) ways how you applied personal hygiene practices in the work setting.
 | For Example.1. Ensure to follow recommended hand hygiene practice at all times.
2. Change own clothing daily and when soiled or contaminated. Wear short sleeves or roll up sleeves above the elbows
3. Remove clothing that is not washed daily (such as cardigans and jackets) during personal care activities, food preparation and cleaning.
4. Wear non-slip closed-in shoes to protect your feet against accidental injury/spillage.
5. Always cover nose and mouth when coughing or sneezing
 |

|  |
| --- |
| **THE WORKPLACE SUPERVISOR** |
| Where the **Workplace Supervisor has completed the Third-Party Report**, you only need to confirm that they completed it and it was a true and accurate account of the students experience in the workplace.Where the **Workplace Supervisor has NOT completed the Third-Party Report**, the final interview needs to captured their confirmation that all elements listed on the Third-Party Report have been observed by the Workplace Supervisor during the Structured Workplace Learning and Assessment (SWLA) process. Assessor to paste a copy of the completed Third-Party Report below once confirmed with the Workplace Supervisor. |
| Workplace Supervisor Name: |  | Date: |  |
| Assessor Name: |  | Method of communication: |  |
| Check-in Interview Notes: |
|  |