

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: CHC30102 - Certificate III in Aged Care Work
HLTCSD6A - Respond effectively to difficult or challenging behaviour
 (Elective Unit)

Target groups Workers in this occupational group work primarily in residential facilities under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.
 Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Discussion of roles and responsibilities	Develop understanding of planned responses to instances of difficult or challenging behaviour to maximise availability of other appropriate staff and resources, giving safety of self and others priority in response.	Access to learner resource manual
Role-play	Develop skills in application of responses that are prompt, firm and diplomatic in accordance with organisational policies and procedures, using effective communication skills. Ability to report and review incidents according to organisational policies and procedures, source and participate in debriefing mechanisms and offer suggestions appropriate to area of responsibility.	Access to learner resource manual
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered.	Access to appropriate workplace or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

ASSESSMENT

Strategies	Performance Indicators	Resources
Observation of simulation and/or role play	Demonstrate ability to foresee and respond quickly and effectively to contingencies while maintaining duty of care. Demonstrate ability to implement responses that are prompt, firm and diplomatic in accordance with organisational policies and procedures, sourcing assistance when required.	Access to simulation of realistic workplace setting / role play scenarios

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Case study	Demonstrate understanding of issues and strategies in addressing difficult and challenging behaviour. Demonstrate understanding of and participate in debriefing mechanisms and offer suggestions appropriate to area of responsibility.	Appropriate case study scenarios
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List any special requirements / issues / amendments for any particular target group.