



10 HOURS STUDYING

COMPETENCY

Training for National Standards



CARE CERTIFICATE

COMPETENCY KNOWLEDGE TESTING

for

NEW CARE/SUPPORT STAFF



JET COMPETENCE KNOWLEDGE TESTING FOR NEW CARE/SUPPORT STAFF

In your Care Certificate Training you were given information that will help you answer many questions in this unit. This format is purely questioning which you will have to answer with written answers. This forms a part of your competence knowledge testing to support your ability to carry out your role

1. HOW TO APPLY THE VALUE BASE OF CARE

1.1 PROMOTE EMPOWERMENT OF SERVICE USERS

1.1.1 What is the meaning of empowerment and why is it important to empower clients:

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1.1.2 What can you do as a worker to enable and empower clients that you support:

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1.2 PROMOTE ACHIEVEMENT AND FULFILMENT

1.2.1 How could you enable clients to develop or maintain a sense of achievement or fulfilment;

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1.3 RECOGNISE AND WORK WITH CONSTRAINTS AND CONFLICTS

1.3.1 How would constraints and conflicts by other employees affect your work and how would you deal with this:

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1.3.2 How would constraints and conflicts by other clients affect your work and how would you deal with this:

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1.4. PROMOTE ANTI-DISCRIMINATORY PRACTICE

1.4.1 What do you understand by the terms:

Stereotyping

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Labelling

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Discrimination

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Anti-discrimination

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Oppression

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Anti-oppression

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1.4.2 In what way do you behave in the work place that shows that you are anti-discriminatory

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2. COMMUNICATING EFFECTIVELY

2.1 ENCOURAGE COMMUNICATION

List and state what factors motivate people to communicate:

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2.2 LISTEN EFFECTIVELY

2.2.1 Describe how effective listening can promote communication:

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2.2.2 How do you demonstrate effective listening skills.

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WITNESS STATEMENT

I have observed the candidate in a listening capacity stated below and am satisfied that they have demonstrated good listening skills:

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Signature _____ Name _____ Date ____ / ____ / ____

Position _____

2.3 USE PHYSICAL CONTACT EFFECTIVELY

2.3.1 How does physical contact promote communication

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2.3.2 When would physical contact be inappropriate

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2.4 PROMOTE COMMUNICATION WHERE THERE ARE BARRIERS AND CHALLENGES

2.4.1 What are the main barriers to communication

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2.4.2 How would you promote communication where there are behavioural challenges

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2.4.3 How would you respond to someone who severely challenges employees or clients of the Home

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2.5 UNDERSTAND PRINCIPLE OF GOOD RECORD KEEPING

2.5.1 State what records you use on a regular basis and what other records you may use over time:

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2.5.2 Why do you believe that records must be

Legible and readable

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Relevant of Purpose

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Clear and Concise

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Factual and Checkable

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WITNESS STATEMENT

I have observed the candidate in a recording information capacity stated below and am satisfied that they have demonstrated good recording skills:

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Signature _____ Name _____ Date ____ / ____ / ____

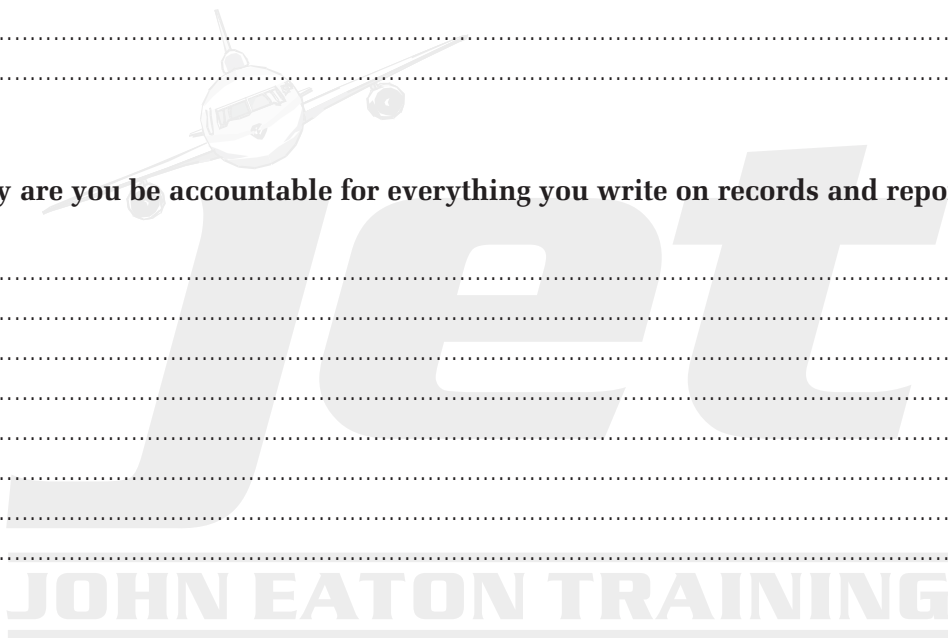
Position _____

2.5.3 Why is confidentiality essential in every record or report that you use

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2.5.4 Why are you be accountable for everything you write on records and reports:

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3. DEVELOP AS A WORKER

3.1 WORKER DEVELOPMENT

3.1.1 Describe how you have learnt from the work that you do

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3.1.2 What training and development opportunities have opened up to you since commencing your role

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WITNESS STATEMENT

I have observed the candidate in a training and development capacity stated below and am satisfied that they have demonstrated good learning skills:

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Signature _____ Name _____ Date ____/____/____

Position _____

3.1.3 Describe how you have been involved with the supervision of work

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WITNESS STATEMENT

I have observed the candidate in a training and development capacity stated below and am satisfied that they have demonstrated good supervisory skills:

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Signature _____ Name _____ Date ____ / ____ / ____

Position _____

3.2 KEEPING SAFE AND HEALTHY

3.2.1 What risks are present within the Home which may harm you and what safeguards are there to minimise risks:

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What is the difference between a hazard and a risk

A Hazard is:

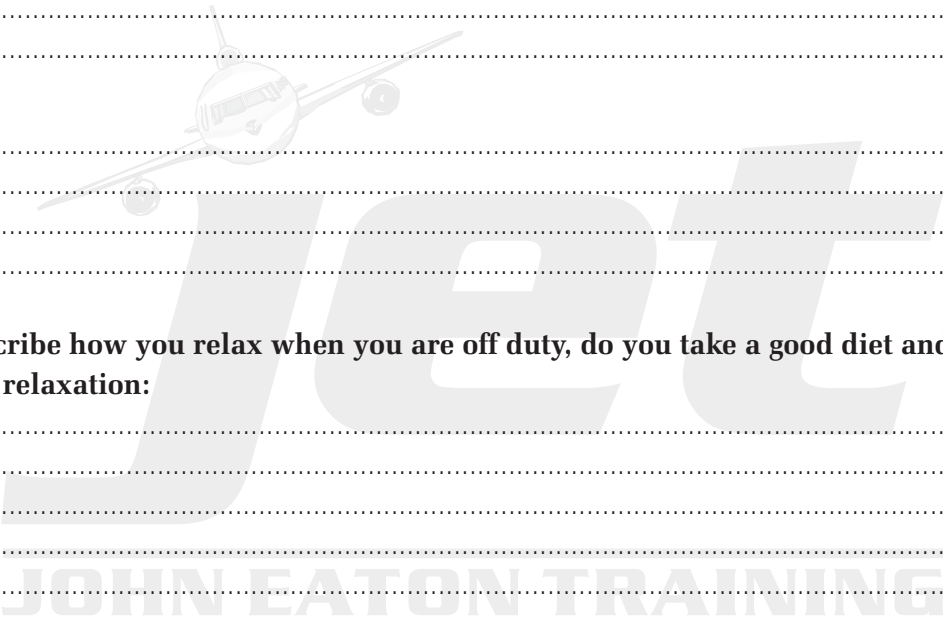
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A Risk is:

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3.2.2 Describe how you relax when you are off duty, do you take a good diet and have rest and relaxation:

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3.2.3 Explain how stress affects you and how you deal with it:

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4. RECOGNISE AND RESPOND TO ABUSE AND NEGLECT

4.1 UNDERSTAND THE NATURE OF ABUSE

4.1.1 Describe what you understand about the following forms of abuse

Physical

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Sexual

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Emotional

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Financial

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Institutional

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4.2 UNDERSTAND THE NATURE OF NEGLECT

4.2.1 Describe the signs of Self Neglect

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4.2.2 Describe the signs of Neglect by others:

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4.3.1 What signs and symptoms would you associate with the following abuses:

Physical

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Sexual

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Emotional

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Financial

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Institutional

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4.4 RECOGNISE THE SIGNS AND SYMPTOMS OF NEGLECT

4.4.1 Describe the possible signs and symptoms associated with neglect of self or by others:

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4.5 UNDERSTAND WHEN AND HOW TO RESPOND TO ABUSE/NEGLECT

4.5.1 When would you report abuse/neglect, what factors would you consider

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WITNESS STATEMENT

I have observed the candidate in abuse prevention situation stated below and am satisfied that they have demonstrated good knowledge of when to report abuses:

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Signature _____ Name _____ Date ____/____/____

Position _____

4.5.2 How would you report and record abuse/neglect

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WITNESS STATEMENT

I have observed the candidate in abuse prevention situation stated below and am satisfied that they have demonstrated good knowledge of how to report and record abuses:

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Signature _____ Name _____ Date ____ / ____ / ____

Position _____

5.2.4 How do you respond to the changing needs of clients care

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5. UNDERSTAND THE EXPERIENCES AND PARTICULAR NEEDS OF INDIVIDUALS USING THE SERVICE

5.1 THE NATURE OF PERSON CENTRED SERVICES

5.1.1 Why is the client central to the service provided

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5.1.2 Why is a 'Holistic' approach vital when planning or providing services

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5.1.3 Why are there contradictions between what a clients wishes and what can be achieved

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5.1.4 Explain why it is important to have a non-judgmental approach when planning/providing services

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5.2 THE NEEDS OF THE INDIVIDUAL WITHIN A PERSON CENTRED SERVICE

5.2.1 Why is it important to have knowledge of the background and history of the clients in your care:

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5.2.2 Describe how you would respond to needs created by the clients physical and mental condition:

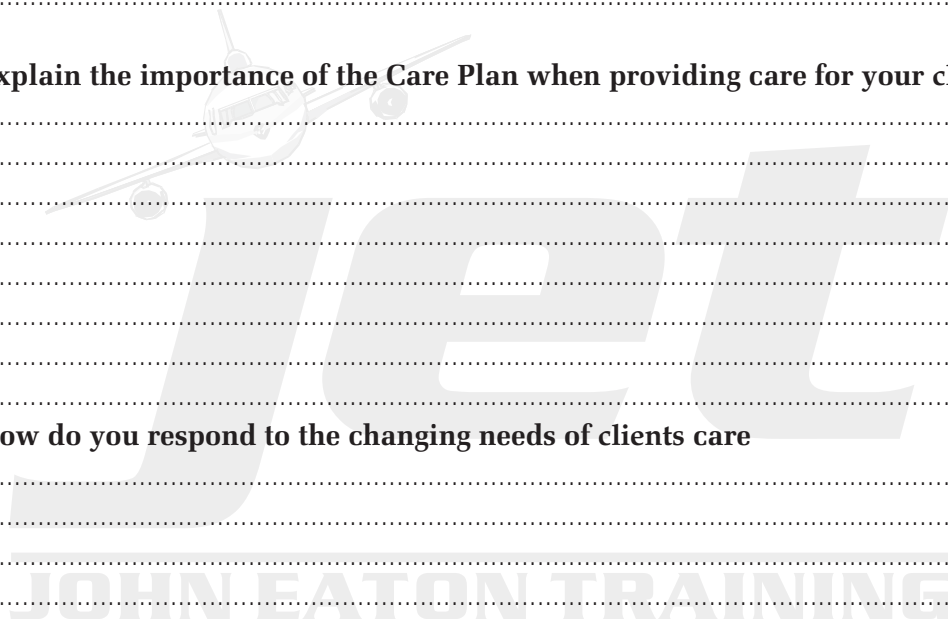
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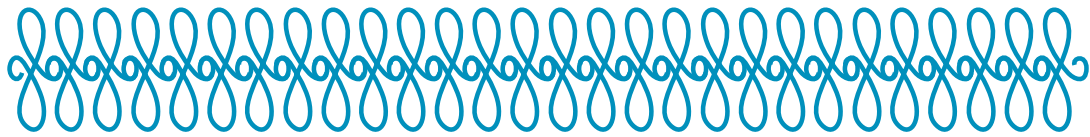
5.2.3 Explain the importance of the Care Plan when providing care for your clients:

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5.2.4 How do you respond to the changing needs of clients care

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**Certificate of
Successful Completion
OF THIS
COMPETENCE KNOWLEDGE TESTING
recognises**

**having met the
competence requirement
OF YOUR CARE CERTIFICATE**

Date: _____

Signature: _____

