

Unit mapping

KQ: Knowledge questions

KQ

PA

PA: Practical assessment – Task (T), Workplace Skills (WS)

Elements and performance criteria

E 1 Identify signs of abuse, neglect and exploitation

PC 1.1	Read individualised plan to understand baseline for the person	Q 1.1 Q 1.2	T 1a T 1b T 1c T 1d
PC 1.2	Communicate with the person to ascertain their wellbeing	Q 1.3 Q 1.4	T 1e T 1f T 1g
PC 1.3	Recognise behavioural and physical indicators of abuse	Q 1.5 Q 1.6 Q 1.7 Q 1.8	T 1j
PC 1.4	Observe and recognise environmental signs of abuse	Q 1.9 Q 1.10	T 1h T 1j
PC 1.5	Recognise signs and signals external to the person which indicate abuse	Q 1.11 Q 1.12 Q 1.13	T 1k
PC 1.6	Document concerns and report to supervisor or other relevant professional	Q 1.14 Q 1.15	T 1l

E 2 Support people experiencing abuse

PC 2.1	Respond to the person's physical and mental signs and symptoms of abuse	Q 2.1 Q 2.2	T 2a T 2c T 2e
PC 2.2	Provide reassurance to the person	Q 2.3 Q 2.4	T 2g
PC 2.3	Determine the course of action required to ensure the safety of the person and confirm the person's agreement	Q 2.5 Q 2.6 Q 2.7	T 2h T 2i T 2j T 2k
PC 2.4	Document the incident or concern and associated communications with the person	Q 2.8 Q 2.9	T 2b T 2d T 2f T 2p T 2r
PC 2.5	Determine the person's understanding and interpretation of the situation and ensuing procedures and provide support relevant to the situation	Q 2.10 Q 2.11 Q 2.12	T 2l T 2m T 2n T 2o
PC 2.6	Recognise when to engage additional support and assistance	Q 2.13 Q 2.14	T 2q

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E 3 Complete documentation and reporting

PC 3.1	Complete documentation complying with legal requirements and organisational policies and procedures	Q 3.1	T 1 a
		Q 3.2	T 1b
		Q 3.3	T 1c
		Q 3.4	T 1d
			T 1e
			T 1f
			T 1g
PC 3.2	Maintain and store documentation according to organisational policies and procedures	Q 3.5	T 1h
		Q 3.6	T 1i
PC 3.3	Reflect on own actions in accordance with statutory obligations and organisational policies and procedures	Q 3.7	T 4a
		Q 3.8	T 4b
		Q 3.9	T 4e
			T 4f
			T 4g
			T 4i
PC 3.4	Provide input to the process of improving systems and procedures	Q 3.10	T 4h
		Q 3.11	T 4j
			T 4k
			T 4l

E 4 Manage the personal impacts of supporting people experiencing abuse, neglect and exploitation

PC 4.1	Use self-reflection and de-briefing to identify physical, mental and emotional impacts of the incident on self	Q 4.1	T 4c
		Q 4.2	T 5a
		Q 4.3	T 5b
PC 4.2	Use appropriate techniques to respond to physical, mental or emotional impacts of the incident	Q 4.4	T 5c
		Q 4.5	T 5d
		Q 4.6	
PC 4.3	Recognise signs of mental and emotional impacts on self that require professional counselling and seek support	Q 4.9a Q 4.9b	T 5e
PC 4.4	Use self-reflection to identify personal response strategies that could be used in future to protect own wellbeing	Q 4.10	T 5f
		Q 4.11	

Knowledge evidence

KE 1	Legislation, policy and ethical considerations relevant to identifying and reporting abuse and how these are applied in an organisational and individual practice:	
	<ul style="list-style-type: none"> ▪ regulatory requirements 	Q 1.2 Q 3.1
	<ul style="list-style-type: none"> ▪ codes of conduct 	Q 1.2
	<ul style="list-style-type: none"> ▪ duty of care 	Q 1.12 Q 1.13 Q 2.1 Q 2.5 Q 4.7
	<ul style="list-style-type: none"> ▪ dignity of risk 	Q 2.6
	<ul style="list-style-type: none"> ▪ human rights: <ul style="list-style-type: none"> a. right to make own decisions b. implications when people are unable to exercise their rights c. organisation's responsibility to the care recipient 	Q 1.8 Q 1.12 Q 2.2 Q 2.5 Q 2.6 Q 2.10
	<ul style="list-style-type: none"> ▪ informed consent 	Q 2.5 Q 2.7 Q 2.13
	<ul style="list-style-type: none"> ▪ mandatory reporting 	Q 3.3
	<ul style="list-style-type: none"> ▪ compulsory reporting 	Q 3.1
	<ul style="list-style-type: none"> ▪ reportable incidents 	Q 1.13b Q 3.1 Q 3.2
	<ul style="list-style-type: none"> ▪ privacy, confidentiality and disclosure 	Q 1.2 Q 2.3 Q 2.4 Q 2.7 Q 3.6
KE 2	Types of abuse, neglect and exploitation:	
	<ul style="list-style-type: none"> ▪ emotional 	Q 1.6 Q 1.9 Q 3.1 Q 3.2
	<ul style="list-style-type: none"> ▪ psychological 	Q 1.6 Q 3.1
	<ul style="list-style-type: none"> ▪ financial 	Q 1.6 Q 3.1
	<ul style="list-style-type: none"> ▪ physical 	Q 1.5 Q 3.1

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	▪ sexual	Q 1.6 Q 3.1	
	▪ coercion	Q 1.8 Q 1.9 Q 3.2	
	▪ grooming	Q 1.7	
	▪ undue influence	Q 1.8	
	▪ systemic	Q 1.12 Q 3.1	
KE 3	Relationship between abuse and devaluation	Q 1.10	
KE 4	Roles, responsibilities and scope of practice of parties involved in supporting people who are at risk of abuse	Q 2.5 Q 2.6 Q 2.13 Q 2.14	
KE 5	Processes and techniques for responding to an allegation of abuse:		
	▪ ensuring the safety of the person	Q 1.2 Q 1.3 Q 1.4 Q 1.14 Q 1.15 Q 2.2 Q 2.5 Q 2.9	
	▪ listening supportively and reassuring the person	Q 1.3 Q 2.4	
	▪ recording information provided accurately and objectively	Q 1.14 Q 2.8 Q 3.4	
	▪ explaining the process of reporting internally to the person	Q 2.4 Q 2.7	
	▪ escalating the issue to the relevant party	Q 1.15	
	▪ supporting the person throughout the process	Q 1.1 Q 1.2 Q 1.3 Q 1.14 Q 2.1 Q 2.2 Q 2.3 Q 2.4 Q 2.5 Q 2.6 Q 2.11 Q 2.13 Q 2.14	

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KE 6	Indicators of abuse, neglect and exploitation:	
	▪ physical and mental distress	Q 1.1 Q 1.3 Q 1.5 Q 1.6
	▪ changes in behaviour	Q 1.5 Q 1.6
	▪ changes in appearance	Q 1.6
	▪ environmental signs	Q 1.9
	▪ external signs	Q 1.11
KE 7	Systems and procedures used to manage suspected abuse:	
	▪ process for identifying abuse	Q 1.9 Q 1.11 Q 1.12
	▪ actions to take if abuse is suspected	Q 2.5 Q 2.7 Q 2.9 Q 2.11
	▪ use of abuse safeguards	Q 1.15 Q 3.1a Q 3.1b
	▪ reporting procedures	Q 2.5 Q 2.7 Q 2.8 Q 3.1a Q 3.1b Q 3.3 Q 3.4 Q 3.5
KE 8	Organisational policies and procedures for:	
	▪ escalating an incident: a. when to seek additional support b. types of support or services that may be required	Q 2.5 Q 3.9
	▪ documentation and reporting: a. accurate b. timely c. objective	Q 3.1 Q 3.4
	▪ maintaining and storing documentation: a. privacy and confidentiality b. allowing the person access to their own records on request	Q 3.6
	▪ reflecting on own actions in responding to incidences of abuse, neglect or exploitation	Q 3.7

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KE 9	Techniques for reflection:		
	▪ what is reflection	Q 4.2	
	▪ why and how to use a process of reflection	Q 3.7	
	▪ what makes for meaningful reflection	Q 4.3	
KE 10	Techniques for:		
	▪ identifying workplace stressors	Q 4.4	
	▪ responding to workplace stressors	Q 4.5	
	▪ building resilience	Q 4.6	
	▪ monitoring personal health and wellbeing	Q 4.4	
KE 11	Techniques to respond to physical, mental and emotional impacts of an incident:		
	▪ supervisor de-briefing	Q 4.5 Q 4.7	
	▪ taking a break	Q 4.5 Q 4.7	
	▪ returning home from the workplace	Q 4.8	
	▪ supports provided by the workplace	Q 4.7	
	▪ external support services	Q 4.5 Q 4.6	
	▪ professional counselling	Q 4.5 Q 4.7 Q 4.9	

Performance evidence

Skills must be demonstrated in the workplace or a simulated environment that reflects workplace conditions. Scenario's provided can be used in a simulated environment.

PE 1	Recognise and respond to three different scenarios of abuse in accordance with legal requirements and organisational policies and procedures, including:	T 1a-l T 2a-r T 3a-i
	▪ identifying signs and indicators of abuse	
	▪ providing support to the person	
	▪ completing documentation and reporting requirements	
PE 2	Identify three indicators of physiological impacts on self of supporting a person who has experienced abuse, neglect or exploitation and identify options for accessing support services	T 5a-f