LEARNER LOG BOOK

CERTIFICATE II COMMUNITY SERVICES (Disability Work)  
CHC20599

Candidate Name: ______________________________

Training commenced: ____________________________

Training completed: ____________________________
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# Employment record during the collection of evidence

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How to use this log book

Instructions to assessor, supervisor and participant.

This log book allows you to record the progress which the participant in the Certificate II in Community Services (Disability Work) is making toward the competencies required for the awarding of that credential.

For ease, the book is sorted into core and elective competencies. (Only the core competencies are included in this sample. Using this pattern, additional pages for the electives chosen by the employer can be included).

With each competency standard are a number of workplace observation record pages, for the use of the candidate to provide additional evidence, or to record those directed observations identified by the training provider as appropriate to the collection of evidence of competence.

Assessment

Assessors will negotiate with participants and their employers to visit the workplace when the participant and their employer are agreed that the participant is ready for assessment and the activity of the workplace allows assessment to be comfortably undertaken.

Assessment in the workplace may take the form of:

- observation of the participant undertaking routine work
- observation of the participant undertaking a simulated exercise
- observation of the work ‘product’ of the participant (stock, clean surfaces etc)
- discussion with others who work with the participant and observe work that is not always observable by the assessor
- discussion of guided workplace observations

Any difficulties encountered in the assessment process, either in preparation for the assessment, conduct of the assessment, making a record of the outcomes or in the giving and receiving of feedback on the outcomes of the assessment should be discussed by the parties involved and if help is needed the training provider should be contacted immediately.

Care of the log book

This is the only copy of the log book and it should be cared for as a record of your development of competence. It should be regularly returned to the training provider so that your electronic record of training can be updated to reflect your progress.

Following credentialling it will be returned to you to allow you to use it to further support your credential in seeking employment or promotion.

At the completion of training

At the completion of the training the final page of the log should be completed by a representative of the training provider, employer and by the individual seeking credentialling.
Core competencies

*CHCDIS1A Orientation to disability work*

Work is performed ethically, supports the rights and interests of people with disabilities and follows appropriate reporting mechanisms to meet duty of care requirements.

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| 1. Demonstrate commitment to quality services for people with disabilities | • all work reflects an understanding of key issues facing people with disabilities and their carers  
• all work undertaken reflects the context of policy, regulatory, legislative and legal requirements as they apply to the area of work  
• all work in the sector demonstrates a commitment to access and equity principles  
• organisational procedures for client participation are followed  
• personal values and attitudes regarding disability are taken into account when planning and implementing all work activities  
• information from within the workplace is accessed routinely and used to respond to client needs |
| 2. Support rights, interests and needs of people with disabilities | • people with disabilities are supported and encouraged to exercise their rights and independence  
• different client requirements are acknowledged  
• legal responsibilities and duty of care are complied with |
| 3. Respond to situations of risk or potential risk to people with disabilities | • respond to situations of risk and report to appropriate people  
• report uncharacteristic or inappropriate behaviour  
• report situations of risk which may have an adverse effect on the health of people with disabilities |

**Assessor:**  
*Signature:*  
______________

**Trainee:**  
*Signature:*  
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**Date of training:**  
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**Date of assessment:**  
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Comments

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### DESCRIPTION OF WORKPLACE OBSERVATIONS

**WHAT WAS HAPPENING AS I OBSERVED** (setting the scene)

**THINGS I DID, OR OBSERVED HAPPENING** (actions, including speech)

**POSSIBLE OR ACTUAL OUTCOMES** (of what was said or done)

**WHAT I WOULD DO DIFFERENTLY** (if it were me, or next time if it was me)

**Do I need any help?**

**Comments by peer and/or assessor:**

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Signature of peer: ___________________________ Date: ____________

Signature of assessor: _________________________ Date: ____________
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### CHCCOM1A Communicate with people accessing the services of the organisation

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| 1. Communicate with clients of the organisation appropriately | - verbal and non-verbal communication is used as appropriate  
- short interpersonal exchanges to clarify meaning and understand request/inquiry are conducted  
- information relevant to accessing the service is provided  
- time is taken to listen for relevant information concerning inquiry/request  
- diversity is respected when communicating with clients  
- messages are responded to appropriately  
- referral to the appropriate person occurs within organisational guidelines and procedures |
| 2. Present a positive image of the service to the public | - communication with the public is conducted in a courteous manner and respecting privacy  
- standards of personal presentation are appropriate to the organisation |

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Signature of assessor: _________________________________ Date: ______________
**CHCCS0A Deliver service to clients**

Services which address the needs of clients are delivered within an established client service plan.

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| 1. Identify responsibilities within client service plan | • responsibilities to client are identified and followed according to the client service plan  
• advice and direction is obtained when appropriate  
• difficulties in carrying out client service plan are reported and advice sought |
| 2. Deliver client service | • appropriate rapport is established with clients to enable high quality service delivery  
• all dealings with clients are consistent with accepted practice, duty of care responsibilities and the code of conduct of the organisation.  
• individual work is carried out within the client service plan  
• service delivered to clients is consistent with relevant statutory or legislative requirements  
• service delivered to client is to the standard required by the organisation  
• information about client needs, service provided are reported according to organisational practice |
| 3. Respond to changes in client need | • records of changes in client need are maintained as required  
• potential areas of difficulty in client service delivery are identified, and referred to appropriate person  
• situations of risk, potential risk or urgent need are identified and reported to appropriate person promptly  
• strategies to respond to changes in client needs are implemented within the client service plan |

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Signature:  
Trainee:  
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CHCORG1A Follow the organisation’s policies, procedures and programs

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| 1. Follow organisational guidelines        | • workplace instructions and policies are followed  
• organisational programs and procedures are supported within the job role  
• organisational resources are used for the purpose intended  
• clarification is sought and obtained when necessary |
| 2. Work ethically                          | • decisions and actions are within the job description and are consistent with the organisational philosophy  
• prompt and consistent performance of duties is applied to all workplace activities  
• inappropriate gifts are not accepted  
• client resources and possessions are used for the purpose intended  
• care is taken to behave in a reasonable and careful manner at all times  
• confidentiality is maintained  
• difficulties in carrying out duties are reported to appropriate person/supervisor |

Assessor:  
Signature:  

Trainee:  
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### CHCORG2A Work with others

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| 1. Plan own workload with supervisor | • Assistance and direction is actively sought as required  
• Sequence of tasks is planned with supervisor  
• Strategies to cope with unexpected demands are developed with supervisor |
| 2. Communicate with others about work matters | • Information relevant to the work is shared with co-workers  
• Communication is clear, concise and focused on the issue  
• Opinions and suggestions of others are listened to appropriately  
• Workplace procedures are used to address concerns |
| 3. Work co-operatively with others | • Different roles and responsibilities are identified and respected  
• Rights of other workers are respected  
• Work area is kept well organised and safe in accordance with relevant standards/policies  
• Assigned tasks are completed according to planned workload |

**Assessor:**  
*Signature:* ______________

**Trainee:**  
*Signature:* ______________

**Date of training:** ______________  
**Date of assessment:** ______________

**Comments**

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**CHAORG4A Follow the organisation’s occupational health and safety policies**

Applying relevant occupational health and safety legislation and codes of practice, including duties and responsibilities for all parties under the general duty of care and capacity to render first aid as required.

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<th>Element</th>
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| 1. Follow workplace procedures for hazard identification and risk control | • hazards in the work area are recognised and reported to supervisor according to workplace procedures  
• workplace procedures and work instructions for controlling risks are followed accurately  
• workplace procedures for dealing with accidents, fires and emergencies are followed where necessary |
| 2. Contribute to the management of occupational health and safety | • occupational health and safety issues are raised with designated personnel and co-workers as appropriate  
• contributions are made as appropriate to workplace occupational health and safety discussions |
| 3. Utilise and implement strategies as directed to prevent infection in the workplace | • the environment is kept clean and tidy in accordance with organisational procedures  
• personal hygiene practices as laid down by legislation and the organisation, are followed  
• any items which may be contaminated, are disposed of according to organisational procedures and guidelines  
• universal precautions are followed |
| 4. Strategies to prevent stress overload are followed | • nominated rest time and breaks are followed  
• sources of stress are identified and issues raised with supervisor  
• work roles are clarified and followed |
| 5. Work in a safe manner | • defined procedures are followed to ensure personal safety  
• all work is carried out in a manner which ensures personal safety  
• organisational security measures are followed  
• manual handling procedures are followed |

**Assessor:**

*Signature:*

**Trainee:**

*Signature:*

**Date of training:**

**Date of assessment:**

Comments

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
**DESCRIPTION OF WORKPLACE OBSERVATIONS**

**WHAT WAS HAPPENING AS I OBSERVED** (setting the scene)

**THINGS I DID, OR OBSERVED HAPPENING** (actions, including speech)

**POSSIBLE OR ACTUAL OUTCOMES** (of what was said or done)

**WHAT I WOULD DO DIFFERENTLY** (if it were me, or next time if it was me)

Do I need any help?

Comments by peer and/or assessor:

Signature of learner: _________________________________ Date: ______________
Signature of peer:  ___________________________________ Date: ______________
Signature of assessor: ________________________________ Date: ______________
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Signature of learner: _______________________________ Date: ______________
Signature of peer: ________________________________ Date: ______________
Signature of assessor: _____________________________ Date: ______________
Elective competencies

Here the log book would contain similar pages to those above for all the elective competencies which your employer and Registered Training Organisation agreed were appropriate for the work you will do.
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Do I need any help?

Comments by peer and/or assessor:

Signature of learner: __________________________ Date: ______________
Signature of peer: __________________________ Date: ______________
Signature of assessor: ________________________ Date: ______________
**Affirmation of readiness for award**

Affirmation of readiness for award of certificate following completion of the Certificate II in Community Services (Disability Work):

Candidate:

Signature: Date:

**Validation of readiness for award of certificate following completion of the Certificate II in Community Services (Disability Work):**

Workplace Supervisor:

Signature: Date:

**Validation of readiness for award of certificate following completion of the Certificate II in Community Services (Disability Work):**

Representative of training organisation:

Signature: Date:

Certificate Number:

Awarded: