

About this resource

This resource is for trainers and assessors of the unit *BSBXDB301 Respond to the service needs of customers and clients with disability*, Release 1. It complements the corresponding *Aspire Learner guide*.

The *Assessment support pack* provides you with ideas and guidance on encouraging and supporting students through the training and assessment process using *Aspire* resources. It is designed to help you optimise the student's experience and record details of their competency.

This resource is comprised of several folders with the following editable documents to assist trainers and assessors.

Folders	Documents
Introduction	Introduction
Formative assessment	Formative assessment guide
Summative assessment	Final assessment marking guide Student assessment Third-party report
Mapping	Contains formative and summative assessment mapping
PowerPoint	PowerPoint slides for training purposes

*The supporting documents folder is inside the summative assessment folder.

Key features

- The *Assessment support pack* complements the *Aspire Learner guide*.
- It includes weblinks to the relevant unit of competency and other support resources.
- Provides guidelines for trainers and assessors on their responsibilities for formative and summative assessment to meet VET requirements.

Formative assessment

- Includes activity questions with a marking guide.
- Discussion topics provide trainers with a guide to engage with students about the learning content.
- Clearly maps the learning content to the unit of competency requirements in a customisable Excel spreadsheet.

Final assessment

- Includes detailed instructions to assessors on each assessment task.
- Includes a marking guide for each final assessment task.
- Clearly maps the final assessments to the unit of competency requirements.
- Mapping is provided in an Excel spreadsheet that allows you to customise and adjust as necessary.

Formative assessment overview

This resource complements the corresponding *Aspire Learner guide*. Formative assessment helps students to consolidate their learning and trainers to determine how students are progressing.

How to use formative assessment

Formative assessment tasks can be used by students in a variety of settings. Trainers can adapt these resources in a variety of ways, such as for small groups, verbal questioning, online forums or individual tasks. Trainers may choose to add to, change or substitute the questions provided by Aspire. This should be done according to the experience of students and the specific learning situation.

Practice tasks and learning checkpoints

Aspire learner guides include practice tasks and learning checkpoints with questions about the learning content. These formative learning tasks are mapped to the unit of competency and include a range of question styles to suit most students. They allow the student to review their understanding of the content.

The question styles and content are designed to complement the final assessment questions. This provides students with an opportunity to practise before completing the final assessment. Students can access online versions of the practice tasks via links in the eBook, which provide immediate solutions and suggested responses.

The *Formative assessment guide* provides questions, along with solutions or suggested responses. It also provides discussion topics with suggested responses.

Solutions should serve as a reliable guide to the information a trainer would expect to see in a student's response. The nature and variety of the questions means that, in some cases, there will be numerous correct responses, and the solutions provided cannot cater for all contexts and all possible outcomes.

The answers provided by the student will vary due to a number of factors, including:

- the student's personal and work-related experiences
- the situations and strategies presented by the trainer
- the student's or trainer's interpretation of the activity
- the type of organisation, work practices, processes and systems encountered by the student.

Talk with others

Discussion questions allow the student to reflect more widely on what they have learnt and their personal experiences. These allow students to share their ideas with others and apply their learning to a broader context.

Suggested responses to discussion topics are provided in the *Formative assessment guide*.

Final assessment overview

Assessment approach

Assessment is about collecting evidence and making decisions as to whether or not a student has achieved competency in the unit. Assessment confirms that the student can perform to the expected workplace standard, as outlined in the unit of competency.

All assessment tasks should be undertaken in conjunction with the RTO's training and assessment strategy, policies and procedures.

Contextualisation

Final assessment tasks provided to students may need to be contextualised. Assessors may need to:

- re-map the tasks into the mapping documentation provided to ensure its integrity
- forward contextualised resources to the RTO's assessment manager for approval
- ensure that the performance and knowledge evidence can be demonstrated in the workplace
- review the solutions provided so they match the assessment tasks.

Following the assessment rules

All of the RTO's assessment processes, including instructions to students on what evidence to provide, must adhere to the following:

- principles of assessment
- dimensions of competency
- rules of evidence.

Plagiarism, cheating and collusion

Students should be provided with information about these misconduct items before they attempt any assessment.

Assessors should refer to their RTO's policies and procedures regarding training and assessment for information on what to do under these circumstances. Usually there will be a process including a report with reasons and circumstances surrounding the misconduct claim.

Reasonable adjustment

It is important that assessors take meaningful and transparent steps to consult, consider and implement reasonable adjustments for candidates with disabilities or other individual needs. Reasonable adjustments can be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the student's particular needs.

Where students have disabilities, time should be spent with them learning about what modifications could be made to assessment to make it more accessible for their individual needs. For example, the student may be offered to complete a verbal interview with their assessor instead of a written assessment.

Formative assessment guide

BSBXDB301 Respond to the service needs of customers and clients with disability

Release 1

This resource is for assessors. It complements the corresponding *Aspire Learner guide* for this unit.

Aspire provides questions in its learner guides. Questions are divided into practice tasks, which appear throughout the learning content, and learning checkpoints, which appear at the end of each topic.

This *Formative assessment guide* replicates these questions, and provides solutions and suggested responses.

Final assessment

This final assessment is for the unit *BSBXDB301 Respond to the service needs of customers and clients with disability*, Release 1.

An assessor will review the work you complete and determine if you have satisfied the assessment requirements for this unit.

Are you ready for assessment?

Complete the following self-assessment checklist to confirm that you feel ready to successfully undertake a final assessment.

Element	Performance criteria
1. Determine service requirements for customer or client with disability	<input type="checkbox"/> 1.1 Confirm that communication method and form of interaction meet the capabilities, needs and preferences of individual customers or clients
	<input type="checkbox"/> 1.2 Communicate with customer or client to determine the reason for the service interaction
	<input type="checkbox"/> 1.3 Consult customers or clients to confirm if they have a requirement or preference for additional personal support within the service context
2. Confirm whether customer or client needs can be met through service provided	<input type="checkbox"/> 2.1 Determine whether customer or clients' service and support needs are within the scope of own role and responsibilities, and confirm with supervisor
	<input type="checkbox"/> 2.2 Identify where reference to other service providers is required where customer or client support needs or preferences are beyond the scope of own role
3. Provide service to customers or clients with disability	<input type="checkbox"/> 3.1 Inform customers or clients about the products, services or supports that are accessible to them, and how they can be used or navigated
	<input type="checkbox"/> 3.2 Identify and access available supports, facilities or resources within scope of own role and according to organisational procedures, as required to service individual customers or clients
	<input type="checkbox"/> 3.3 Seek feedback on whether customers or clients are satisfied with the service received and that their service needs have been addressed

If there are any areas you have not covered or do not feel confident about, discuss with your assessor or workplace supervisor before beginning the assessment.

If you have covered all of these areas and feel confident, you can proceed to the final assessment.

Assessment task 1: Questions

By correctly completing the questions you will demonstrate that you have the required skills and knowledge to respond to the service needs of customers and clients with disability.

This is an open-book task – you can use a learner guide, the internet, and other books and resources to assist you if required.

Respond to all questions in the spaces provided. You must answer all questions correctly for this task to be completed satisfactorily. Ask your assessor to clarify any aspect you are unsure about in this assessment task.

Evidence

You must submit the completed assessment cover sheet and your answers to your assessor, either by handing in written responses, or by sending in typed responses via email or online submission. Your assessor will tell you how to submit your responses to this task. Ensure you keep a copy of your submitted work.

When and where will this assessment take place?

Your assessor will advise you where the assessment will take place. The task may be done in the classroom or at home. Alternatively, it may be undertaken in your workplace in consultation with your employer.

Your assessor will also tell you when your work should be submitted by. You can record this in the assessment plan. Your assessor may give you a time limit to complete the task and a word count for each question.

What if the assessment is not suitable?

If you are unable to respond to the questions in writing, your assessor may be able to provide you with an alternative method, such as asking you verbal questions. Discuss this with your assessor.

What if answers are not satisfactory?

If any of your responses are unsatisfactory, your assessor will give you feedback. You may need to redo some or all of the questions – your assessor will explain the details for your reassessment. In most cases you will be allowed a maximum of three attempts.

If you are not happy with your assessment result, you have the right to lodge an appeal. Ask your assessor or contact your RTO for more information.

Cover sheet: Assessment task 1

Unit code	Title
BSBXDB301	Respond to the service needs of customers and clients with disability

Student to complete

Student name:

.....

Student ID:

.....

Submission date:

.....

Student declaration

I declare that no part of this assessment has been copied from another person's work, except where clearly noted on documents or work submitted.

I declare that no part of this assessment has been completed for me by another person. I understand that plagiarism is a serious offence that may lead to disciplinary action by my training organisation.

Student signature:

.....

Date:

.....

Assessment task 2: Observation

By correctly completing the observation, you will demonstrate that you have the required skills and knowledge to respond to the service needs of customers and clients with disability.

Your assessor will explain the arrangements for this assessment, including when it will occur and how the observation will be conducted.

You must satisfactorily complete all sections of this task. Your assessor will record their observations in a record sheet. Ask your assessor to clarify any aspect you are unsure about in this assessment task. You may be asked to explain some parts of the demonstration if the assessor needs any clarification.

Required resources

Assessment must ensure use of facilities, equipment and resources, including:

- a customer or client base or a simulated setting (where a workplace situation would be impractical, inappropriate or not possible), consisting of contact with a minimum of three individuals with differing disabilities
- workplace diversity and service policies and codes of practice
- organisational guidelines and codes of practice for provision of service to customers or clients with disability
- organisational products, services and/or supports.

Evidence

You need to submit a completed assessment task cover sheet and other evidence as outlined in the observation instructions.

Submit your documents by handing in physical copies or by sending in electronic copies via email or online. Confirm with your assessor how to submit your documents. Always keep a copy of your submitted work.

If components of this assessment are undertaken in a workplace, a third-party report may need to be completed by a supervisor. Your assessor will discuss this with you and your employer, if relevant.

When and where will this assessment take place?

This observation may be undertaken in a workplace or in simulated environment. This should be done in consultation with your assessor and your employer, if relevant.

Your assessor will tell you the due date for the observation. You can record the date in the assessment plan.

What if the assessment does not suit your needs?

If you are unable to complete the observation in the way described here, you may need to discuss an alternative method for completing it with your assessor.

What happens if the observation is not satisfactory?

If any of the observation is unsatisfactory, your assessor will give you feedback. You may need to redo some or all of the assessment task. Your assessor will explain the details for your reassessment. In most cases you will be allowed a maximum of three attempts.

If you are not happy with your assessment result, you have the right to lodge an appeal. Ask your assessor or contact your RTO for more information.

Observation instructions

Interact with **three** customers and/or clients with disability in line with your organisation's diversity and inclusion objectives and policies, codes of practice and behavioural guidelines.

The following must be completed for each person you interact with.

Section 1: Communicating to meet individual needs

1. Confirm the preferred method for communication and form of interaction with each person.
2. Adjust your communication method to meet the capabilities, needs and preferences of each person.
3. Interact with customers or clients using alternative and augmentative communication (AAC) devices as directed by the person.
4. Use a person-centred approach by focusing on the person and not the disability.

Section 2: Determining service needs

5. Consult with the person to determine the reason for their interaction with the organisation and any additional services they require, such as transport.
6. Confirm with a supervisor if the products or services required are within the scope of your role and responsibilities.
7. Identify referral agencies for products and services outside the scope of your role or for complex needs.

Section 3: Providing services and monitoring satisfaction

8. Identify and inform customers or clients of the services, facilities and resources accessible to them, and how they can be used.
9. Access available services, facilities or resources to address the needs of customers or clients within scope of own role.

Final assessment marking guide

BSBXDB301 Respond to the service needs of customers and clients with disability

Release 1

This resource is for assessors. It complements the corresponding Aspire *Learner guide* and *Student assessment* for this unit.

This *Final assessment marking guide* provides task instructions, along with suggested answers.

The assessment process must be conducted in accordance with the RTO's policies and procedures.

Assessment task 1: Questions

Students' correct responses to the questions show that they have the required skills and knowledge to respond to the service needs of customers and clients with disability.

Students need access to the assessment questions or learning management system to complete this task. As this is an open-book task, students may access a learner guide, the internet and/or other resources to complete the questions.

Students should respond to the questions in the spaces provided. They must answer all questions correctly for this task to be completed satisfactorily.

Evidence

An assessment task cover sheet must be completed and submitted with this task.

The student will need to submit an answer to each question. This may be done by handing in written responses, or by sending in typed responses via email or online submission. You should advise students on how to submit their responses, and to keep a copy of their submitted work.

When and where will this assessment take place?

Advise students if the assessment is to be done in the classroom or at home. Alternatively, assessment may take place at the student's workplace, in consultation with their employer.

You must provide students with the due date for the assessment, which can be recorded in the assessment plan. You must also specify the length of time allowed and the expected word count for each question, if applicable.

What if the assessment is not suitable?

You may choose to modify this assessment to suit a student's needs. For example, you may offer the student the option to respond to verbal questions instead.

You must record the reasonable adjustment and evidence collected in the assessment task cover sheet. Any adjustments to this assessment must comply with the unit requirements and the RTO's policies and procedures.

What if answers are not satisfactory?

If any student is unable to satisfactorily complete any of the questions, you must give the student feedback and record this feedback on the assessment task cover sheet.

Students must be provided with an opportunity for reassessment. Each student is allowed three attempts at this assessment.

Students have the right to appeal their assessment result. They need to be referred to the RTO policies and procedures.

Third-party report

This third-party report is for the unit *BSBXDB301 Respond to the service needs of customers and clients with disability*, Release 1.

For the assessor

When to use another party to collect assessment evidence

A third-party report can be provided to workplace supervisors whose responsibility it is to monitor the student while they are in the workplace. The supervisors are usually the people observing and supervising the student when you are not present. They will monitor the consistency of the student's performance during work placement.

The report has a list of tasks the student is expected to complete in the workplace. The third-party will provide observations and feedback of the student's performance in various work tasks required for assessment of the unit.

By providing information and signing the document, the third-party is verifying that the student has demonstrated they have the required skills and knowledge to meet industry and workplace standards.

The third-party will not decide if the student is competent. It is your responsibility as the assessor to make that decision. The feedback provided by the third-party can be used as evidence you will be gathering to determine the student's final result.

To ensure consistency between what you and the third-party are expecting to observe in the student's performance, the third-party can be provided with a copy of a marking guide.

For the third party

Guidelines for the workplace supervisor

Thank you for taking the time to conduct a third-party report for the student, who is undertaking a nationally recognised course. To assess the student's competence for this unit, we are seeking your help to gather evidence.

Evidence is often collected by a qualified assessor. However, third parties such as supervisors, trainers or other staff members can report what they see or hear to the assessor. Evidence collected in this manner is called third-party evidence.

You may be required to assist in collecting evidence of everyday work activities for part/s of the student's assessment. This may involve observing the student undertaking specific tasks in a workplace. Tasks should be carried out under normal working conditions, and the student may need to deal with distractions and unforeseen events.

Use the checklist provided to record what you see the student do in the workplace. Please record your observations of the student's performance directly onto the checklist. Make sure you complete all relevant sections of the checklist.

The student's assessor can provide you with a copy of the marking guide to assist you in evaluating the student's performance.

Note: We are not asking you to decide if the student is competent. Your feedback will form part of the evidence the assessor is gathering to determine the student's final result.