

# ACTIV PATHWAYS

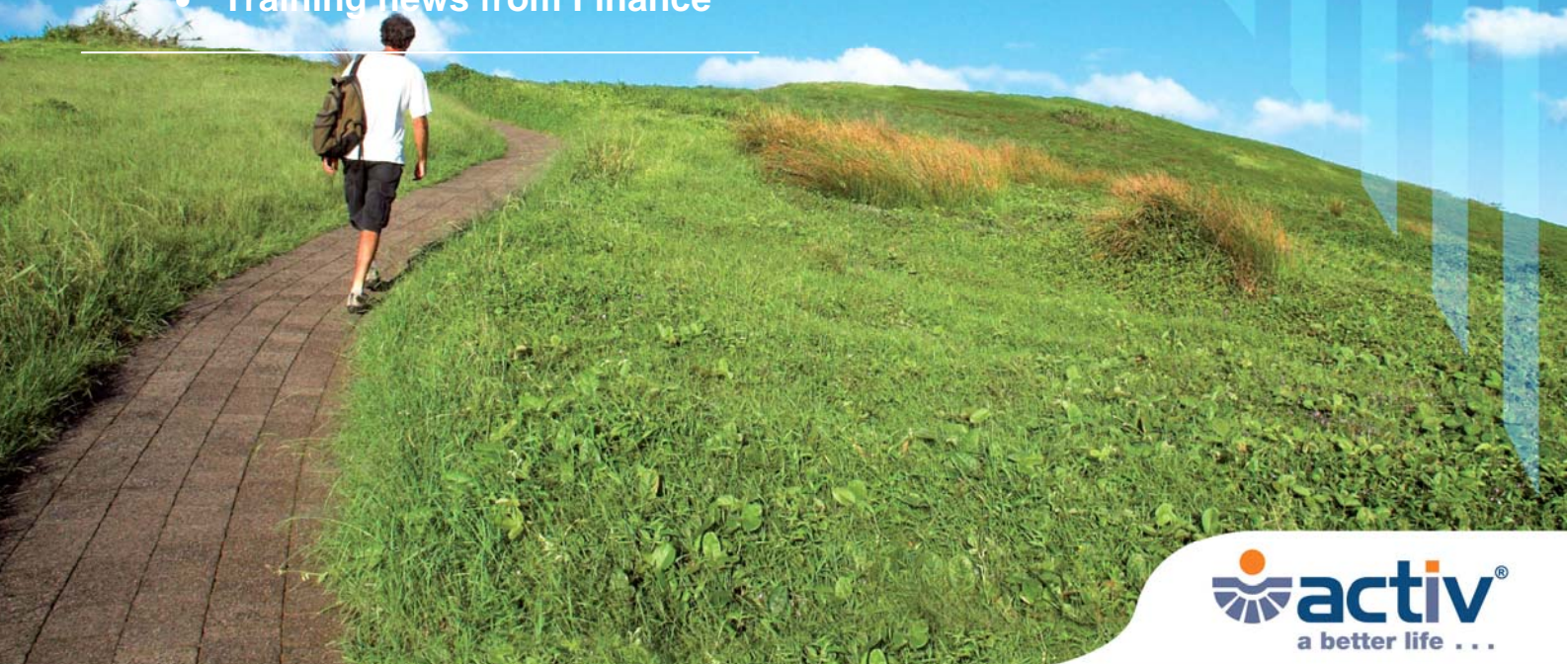
## NEWSLETTER

July 2011

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## Help from within

Activ Pathways would like to acknowledge the assistance given by Activ staff during the training programs.

At the various **business sites**, the invaluable involvement of the staff and the employee coordinators is much appreciated. Programs are currently running at Bentley, Bunbury, East Vic Park, Embleton, Kewdale, Midland, Osborne Park and Rockingham.

As part of the Disability Services Standards session covered on Day 1 of the **Orientation program**, Activ Pathways offers opportunity for clients (including supported workers) to come and speak to the group for approx 10 minutes. The subject of their talk is usually about themselves, their work, what things interest them, what they would like to do, their goals, services they use with Activ or other agencies etc. At the end of their talk staff are invited to ask questions.

Activ Pathways' wishes to acknowledge the following guest speakers for their contribution at Orientation in 2011:

- Mal Wheater - Activ Kewdale
- Melanie Friedrich - Activ Pathways
- David Gildchrist - Activ Embleton

Nominations for guest speaker for the second half of the year have been received from a few Business Service sites and People Skills & Community Rockingham. Staff working in other services are encouraged to discuss this opportunity with clients who they believe would feel comfortable talking to a group of people (between 6-12) and can get to and from Orientation themselves (or with support of the service).

**Orientation day participation: If you have any questions or wish to nominate and/or discuss available dates in 2011 please contact Carolyn Stalkey on 9387 0509.**

The support of team leaders in completing skills reports and guidance of staff that are enrolled in the **Cert III & IV in Disability** programs is

appreciated. Medication training is another area in which team leaders and managers have assisted staff to complete the on-the-job assessment component.

Our Certificate III & IV Disability programs also rely on **workplace facilitators** to contribute their experience. The vast experience of these people contributes to the success of these programs and the effort and time taken to prepare and present is much appreciated.

Activ Pathways would like to acknowledge the following individuals who assisted so far in 2011: Colin Holden, Helen Jackson, Megan Coles, Paula Ferris, Rosemarie Parsons and Shelley DeFillipo.



Shelley DeFillipo presenting

## Assessment in the 21<sup>st</sup> Century: How does Activ Pathways assess competency?

**By Rosemary Kernohan**

We have come a long way since the days of a teacher's red pen circling mistakes on tests and assignments. Instead of emphasizing mistakes and lack of ability, the focus of assessment in the 21<sup>st</sup> century is on competency.

**Competency is the ability to perform tasks and duties to the standard expected in the workplace.** The most obvious way to assess someone's work performance is to observe them doing the job. To check whether a person understands both the task and their role in the

workplace, questions need to be asked as well to bring out the underpinning and essential knowledge.

Of course an assessor can only observe and question the person for a short period of time. What if excellence turns to slackness when the assessor leaves? That's where a third party validation or Skills Report by the manager is crucial. A good line manager monitors work performance and can verify that the person is usually competent in each skill.

Many of us complain about the avalanche of paperwork and emails that descends on us. Yet many of the forms and records we complete are workplace evidence of our competence. For example, a completed Hazard Incident Form is evidence of awareness of risk and following the organisation's safety systems. This sort of evidence forms the bulk of a Recognition of Prior Learning (RPL) assessment process.

Although plenty of evidence is to be found in the workplace there is still a place for attending training sessions. As human beings we are wired to benefit from face to face contact, to share our knowledge and skills and to encourage one another to strive for excellence.

Training sessions provide a place where new information can be gained, current practice validated and skills practiced. Assessment of knowledge and skills can be completed in the training room or at home through short written answers, quizzes, case studies and team projects. Because working with others is a critical skill some assessment can be done as a group.

Visual material such as flow charts and poster can display understanding of concepts such as handling complaints or manufacturing processes. Photos of work processes are an easy way of providing evidence of competence. In Certificate II in Horticulture photos are taken before, during and after landscape projects.

Assessment in the 21<sup>st</sup> century need not cause a fear of failure. The word 'fail' is strictly out of bounds in competency based training systems. Either a person is 'competent' or 'not yet competent'. Judgment of personal worth is not part of the deal. Assessment methods such as

observation, demonstration, questions, reports from managers, workplace evidence of forms, records, emails, quizzes, case studies, team projects and visual material such as photos are ways of demonstrating competency without fear of failure and can even be enjoyable to achieve.



Cert III in Disability with trainer, Mark Rycraft using a glitter bug to reveal bacteria remaining after washing hands.

## Accommodation staff training

June saw the roll out of the Disability Service Standard 9 training for Activ accommodation staff. The training is a revision of all standards, emphasizing Standard 9: *Protection of Human Rights and Freedom from Abuse*.

The aim is that all accommodation staff will attend this 3 hour session by December 2011. Staff participation and contributions within the sessions have been of a high standard making the training relevant, useful and enjoyable for all involved.

Activ Pathways tailored the training to the needs of the staff attending by focusing on common challenges and issues. Feedback from participants, included comments like:

"The open communication was fantastic"

"A broader perspective, inspired, fresh ideas."

"Clarification of exactly what is expected & required in our organisation with relevant standards."

By Lidia Stevenson

## Certificate I in Manufacturing at Bentley

Nine participants have completed the certificate. An assessment enjoyed by all was creating workflow charts that showed the skills and knowledge needed for each stage in the manufacturing of a bed base.



Health and Safety in the workplace

At the start of the program one participant was very shy yet at the end of the program he was self-assured enough to organise an interview with the manager. The interview was written up and added to the newsletter which is an assessment where participants work as a team to communicate about safety and workplace issues. Through the variety of training and assessment strategies the confidence levels of all participants' were raised.

## Certificate I Leadership Development – Osborne Park & East Vic Park

Participants of these sites just completed the program successfully.

The East Vic Park group participated in a Cup Cake drive to collect money for the epilepsy Association as their selected community project. Over \$550 was raised and trainer Annabelle Afan said that all enjoyed the experience of making and selling the cup cakes.



Cup Cake Kings at East Vic Park

The participants at Osborne Park collected over 100kgs of clothes for the Good Samaritan Organisation. Participants' stated in their feedback that they enjoyed the course and the learning environment.



Donations made to Good Samaritan Organisation

## Certificate I in Leadership Development at Rockingham & Kewdale

The program is at the half way mark, with participants as eager as the first day they started. According to Frank Musiello, the trainer at both sites, the participants enjoyed the Worker Quiz activity. The aim of the quiz was to define the traits of a "wonderful worker" in the work environment. Dealing with stress & conflict were also addressed in the quiz. The "mock" job interview also proved to be popular. This

program again assisted in building the confidence levels of the participants and enabling some to stand up and talk to approx. 60 peers about the program, successfully



## Certificate I in Manufacturing Bunbury

Ray Bashford, the trainer for this program, reports that he was impressed with the skill levels demonstrated by the participants at the beginning of the course and was able to recognise and match these to the unit standards. Further training and assessment built on existing skills and this was aligned to the production needs of Activ Bunbury. In addition all participants made their own tool box during the program and are proud of their efforts. To complete the course all participants have been contributing to a site newsletter which will be published soon and distributed to the whole work site in Bunbury.

### Focus on Our Trainers



**Lidia Stevenson – training “Service Standards” training and Cert III in Disability**

1. **Where did it all start?** I worked as a volunteer in a group home as part of my training towards a Certificate IV in Human Services. I enjoyed it so much that I decided to waive my plans to become a Police Officer goodbye and applied for a permanent

position as a Residential Aide.

2. **Where did you get your experience in the disability sector?** From the residential aide position, I worked myself up through various positions; from social trainer, community social trainer; team leader in accommodation and team manager at People Skills & Community. I also gained experience as an Employment Services Manager at Business Services & open employment with another organisation.
3. **How does your experience help in your new role being a trainer?** I've done the hard work, and I understand where the support workers come from. As a manager, I've been involved in training staff and supported employees.
4. **How do you perceive your training program within the organisation?** Staff should be trained and clients have a right to trained staff. Having experience, I'm glad to have the opportunity to share it with others. Activ continues to set new standards in the industry and I count myself fortunate to be part of the team.
5. **What are your hopes for the future?** I sincerely hope that Activ will continue for another 60 years and beyond and that Activ Pathways will grow and become the preferred Registered Training Organisation in the disability sector.
6. **Who is Lidia at home?** I'm married, love animals and have a dog named Rusty. I enjoy spending time with family and friends and stopping and “smelling the roses”.



## Training News from Finance

As of the 1 July 2011, the invoicing cycle will align with the calendar month. Along with these changes, Finance will also be introducing new reporting and recording tools to make work easier for both team leaders and team managers on site.



Brett Parker, Haily Sergi, Kate Criddle, Laura Beattie, Tina Hutchinson, Narelle Prichard, Mercy Nachilima & Paul Doherty

Benefits of changes:

- Invoicing periods more logical
- Transparency of fees to clients
- Harmonizing communication links across Activ

For implementation to be effective, training material was developed and delivered at Geraldton, Albany and Central Services in June. Approx. 45 team managers and team leaders from Accommodation, PS & C and HACCC, attended the training sessions over a 10 week period. These sessions were educational not just for the participants, but also for the trainers, as sharing the knowledge gave rise to additional insights for recording and DSC business rules. Upon completion of the training, overwhelmingly positive feedback was received, which exceeded all expectations. The training was delivered by Brett Parker and Haily Sergi.

Students spoke about the importance of the course which provided them an increased understanding of policy and procedures that directly affected their work performance on a daily basis. OHS was a major component in

particular and many participants related ways they transferred the knowledge to the workplace.

## What's coming up:

### Professional development

Units that form part of Certificate IV Disability are also available as Professional Development opportunities which allow more opportunities for other staff to attend. The following unit will be presented in July (Metro).

Do you want to know to how to develop and implement individualised community support plans?

CHCDIS410A - Facilitate community participation and inclusion.

**As this training remains popular, you are urged to book a.s.a.p. after the E-mail notification in order to avoid disappointment.**

## Pathways and YouTube:

Yes, Activ Pathways is now tapping into YouTube to assist with training. The practical demonstrations of Medication Skill Set training are available to view on YouTube. Search for Activ and then you can make your selection.

If you have any queries or contributions you would like to make to the quarterly newsletter, have a chat to Ronel Derman 9387 0409 or [ronel.derman@activ.asn.au](mailto:ronel.derman@activ.asn.au)