



Dementia and Aged Care Services
Language Literacy and Numeracy Test

Time limit: 45 minutes

Section A: Grammar (5 minutes)

Section B: Use Professional Language (30 minutes)

Section C: Numeracy (5 minutes)

Section D: Role Play (5 minutes)

Name (Full): _____

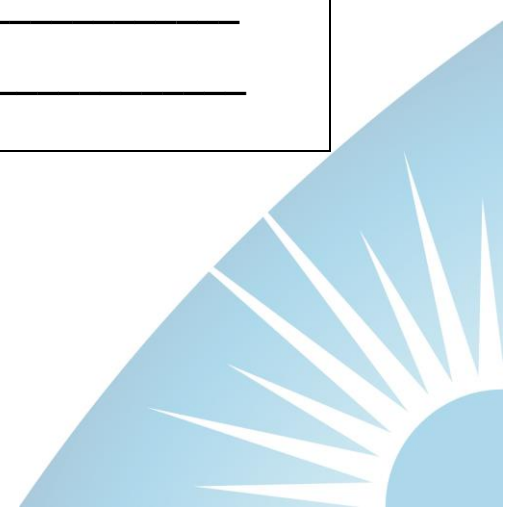
Unit: _____

Planned Start Date: _____ / _____ / _____

Date (Today): _____ / _____ / _____

Name (Printed): _____

Signature: _____



Section A: Grammar (5 Questions) *Circle the correct letters*

<p>1. How long _____ a car?</p> <p>a) have you driving b) have you had driving c) have you drove d) have you been driving</p> <p>2. You need to work _____.</p> <p>a) quick b) more quick c) more quickly d) much quickly</p> <p>3. She came to work, _____ she was sick.</p> <p>a) in spite of b) in case c) even d) even though</p>	<p>4. When _____, give him this message.</p> <p>a) Peter arrive b) Is Peter arriving c) Peter will arrive d) Peter arrives</p> <p>5. Do you think children _____ to watch TV late at night?</p> <p>a) should allow b) should be allow c) should be allowing d) should be allowed</p>
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Part B: Use professional language – Aged care*

1. In the following table, Column A contains a number of informal/unprofessional words. Choose more appropriate or professional words from the box below and write them in Column B.

Column A: Informal or unprofessional language	Column B: Formal or professional language												
threw up													
did a wee													
lifted up													
poo													
ran away													
told someone what happened													
wet the bed													
used rude and unpleasant language													
disturbed, worried													
couldn't go to the toilet													
couldn't keep still													
keep an eye on													
<table border="0" style="width: 100%; text-align: center;"> <tr> <td>elevated</td> <td>abusive</td> <td>monitor</td> </tr> <tr> <td>absconded</td> <td>agitated</td> <td>reported</td> </tr> <tr> <td>urinated</td> <td>restless</td> <td>constipated</td> </tr> <tr> <td>vomited</td> <td>incontinent</td> <td>faeces</td> </tr> </table>	elevated	abusive	monitor	absconded	agitated	reported	urinated	restless	constipated	vomited	incontinent	faeces	
elevated	abusive	monitor											
absconded	agitated	reported											
urinated	restless	constipated											
vomited	incontinent	faeces											

2. Write a paragraph that includes at least five words from the box on the previous page.

3. Draw a line to match the sentences from Column A with more appropriate or professional sentences from Column B.

Column A	Column B
Mrs Adams is wandering around and doesn't know what the time is, what day it is or where she is.	Resident was abusive and physically aggressive. Resident was resistant to showering and restless.
Ms Spiros called me a dirty pig and scratched and pinched me.	Resident was incontinent of urine and faeces in the dining room. Resident disoriented of place and time.
Mr Falou was disturbed and couldn't keep still. He didn't want a shower and tried to kick me.	Resident was abusive and resistant. Resident disoriented of person and place.
Miss San lost control of her bowels and 'dirtied' the chair in the dining room.	Resident was agitated. He was resistive to showering and was physically abusive towards staff. Resident was incontinent of faeces in the dining room.

4. Rewrite the paragraphs, in part a) and part b) of this question, in appropriate professional language. Use the following hints to guide you.

HINTS	
Do: <ul style="list-style-type: none">• write facts<ul style="list-style-type: none">• what you see• what you hear• use professional language• only include necessary information• use the term 'staff' (not I or me)	Don't: <ul style="list-style-type: none">• include opinions, judgements or medical diagnoses• include unnecessary information• include informal/unprofessional language

- a) I found the resident wandering around and dazed in the dining room. He was clearly confused and wasn't able to tell me his name or where he was. He had done poo in his pants and earlier in the morning had wet his bed. This happened yesterday and a few times last week. I talked to him about this yesterday and he told me that he was getting really upset because this is happening more and more. I took him back to his room to clean him up as there was a lot of mess. He didn't want to have a shower. He called me names and tried to kick and hit me. I think he is starting to get depressed because of his declining health.

b) There was quite a lot of trouble in the lounge room today. Mr Stephens was watching the footy and the TV was turned up very loud because he can't hear very well. Mr Samuels had been wandering around the different rooms and was restless. He went into the lounge room and started to read a magazine but he couldn't concentrate. He told Mr Stephens to turn the volume down on the TV. Mr Stephens told him to "bugger off". This made Mr Samuels very angry and he tried to punch Mr Stephens. He told him he was a bloody idiot and a waste of space. Late in the day, at dinner time, I found Mr Samuels pacing around the courtyard when he should have been in the dining room. He said he couldn't remember what time it was or where he should be. I think the argument with Mr Stephens really upset him.

Section C: Numeracy (5 Questions)

For multiple choice questions, circle the correct letter.

For all other questions, write your answer in the space provided.

1. Your pay rate is \$12 per hour. This week you worked the following hours:
Monday 1pm - 4pm, Tuesday 9am - 2pm, Wednesday Nil, Thursday 10am - 5pm, Friday Nil.
How much will you receive in pay for the week?

- a) \$135 b) \$120 c) \$180 d) 210

2. You start work at 10am in the morning. Your manager tells you on your arrival that your ½ hour lunch break will be in 3 ½ hours. What time will your lunch break finish?

- a) 2pm b) 2.30pm c) 1.30pm d) 2.15

3. You have been asked to monitor the fluid intake of a resident. Calculate the total fluid intake if the individual consumes the following fluids throughout the day.
Provide answers in litres.

200mls tea	240mls soup
300mls water	200mls wine
200mls coffee	210mls milk (on cereal)
150mls orange juice	

Total fluid intake = _____ litres

4. Cleaning fluid must be diluted 1:4 with water before it can be used. If you have 200mls of cleaning fluid, how much water will have to be added before you can use the fluid? Provide answer in mls (millilitres)

Amount of water to be added = _____ mls

5. You are assisting with a stock take of supplies. If you have 13 boxes of toilet rolls and each box contains 20 rolls of toilet paper, how many rolls of toilet paper do you have in total?

Total number of toilet rolls = _____

Section D: Role Play *

Carry out the following role play with your assessor. You will play the part of the staff member and your assessor will take the part of Mr Jord Stephens. Aim to make the role play last at least two minutes.

Your role play card: Staff member

Jord Stephens, the son of one of your residents, has demanded to speak with you. He is angry about a fight that took place in the lounge room of the facility today where another resident tried to punch his father. He wants a lot more supervision of the residents as he is worried that his father might get hurt one day. You need to reassure Jord Stephens that his father is safe.

Assessor role play card: Jord Stephens

This evening after dinner you visited your father Mr Stephens. You were really disturbed to hear that another resident, Mr Samuels, had tried to punch your father. You are aware that Mr Samuels has been violent before and you are concerned that your father might get badly hurt one day. You would like a lot more supervision of Mr Samuels.

* © Commonwealth of Australia, 2013 Use professional language – Aged care

* downloaded from www.precisionconsultancy.com.au/acs_framework

Instructions for Assessor: Please provide **immediate feedback** to student, and record your comments in the table provided below.

Role play - For Assessor use only - refer LLN grading guidelines EDU-Form-44.1

Satisfactory (S) Not yet satisfactory (NYS)	Assessor Feedback
	<i>Circle response/s used by student</i>
	<p>1. Strategies used to engage the relative: active listening, acknowledgement of concerns, reassurance <i>Other:</i></p> <p>2. Eye contact: appropriate, inappropriate <i>Other:</i></p> <p>3. Facial Expression: surprised, concerned, fearful, hostile <i>Other:</i></p> <p>4. Body language: open or closed; hunched or upright; proximity - too close, too far, appropriate <i>Other:</i></p> <p>5. Tone of Voice: confident, well-modulated; scolding, dismissive, wavering or uncertain <i>Other:</i></p> <p>6. Language used: clear, direct, professional; or use of endearments, diminutives, over-familiarity <i>Other:</i></p> <p>7. Was a resolution reached?: Yes or No</p>
Please provide a brief summary of comments, suggestions and feedback given to student:	

Assessor Name:	
Assessor Signature:	
Date:	