

# Practice Attitude

# QUIZ

**Aged Care**

## Aged Care

### Practice Aptitude Quiz

It is critical for young people to build their career management skills so they can make informed choices regarding their study and training options and navigate a pathway towards their occupation and career of choice.

This career development resource combines labour market information with a practical industry specific activity to help develop awareness about the skills needed to pursue a career pathway in the Aged Care area of the Community Services sector.

## PART 1: About the Community services sector

### 1. The Community Services Sector at a glance

#### Key sectors:

- > Aged Care Services
- > Home & Community Care
- > Mental Health Services
- > Children's & Youth Services
- > Alcohol & Other Drugs
- > Leisure & Health
- > Volunteering
- > Disability Services
- > Community Services & Development

The *Community Services sector* assists and supports individuals, families and communities in need, contributing to the well being and quality of life of these Australians.

Work is divided into two main areas: direct Community Service activities provided to individuals and families and; other Community Service sector activities including working with groups and communities, social planning, advocacy and social action and provision of assistance to other organisations.

The combined Community Services and Health sectors are the largest employing industry in Australia. With 1.3 million workers, the industry employs 11% of the Australian workforce (source Australian Jobs 2011).

### 2. Key occupation information (Sources Job Outlook - [www.joboutlook.gov.au](http://www.joboutlook.gov.au) and Australian Jobs 2011 [www.deewr.gov.au/Employment/ResearchStatistics/Documents/AustralianJobs.pdf](http://www.deewr.gov.au/Employment/ResearchStatistics/Documents/AustralianJobs.pdf) )

#### Weekly average earnings for major occupations:

- > Aged Care Worker - \$750
- > Accommodation Support Worker - \$750
- > Personal Care Assistant - \$750
- > Community Services Worker - \$802
- > Disability Care Worker - \$800

## Jobs and demand information

**Aged Care Workers** assist people who are unable to care for themselves. In private homes they visit older people, provide general household assistance, emotional support, care and companionship for aged persons. In residential facilities they assist with activities to help maintain personal care and/or other social activities.

- > Job prospects - Above average
- > Weekly earnings - \$750
- > Occupation size - 107,400

Potential entry level qualifications:

- > Certificate III in Aged Care
- > Certificate IV in Aged Care
- > Diploma of Disability Services

**Home and Community Care Worker/Personal Care Assistants** assist people who are unable to care for themselves. They concentrate on providing personal care assistance to disabled people in the home or workplace. These duties may include bathing, lifting, moving, dressing, grooming, exercising or feeding people with disabilities.

- > Job prospects - Above average
- > Weekly earnings - \$750
- > Occupation size - 86,000

Potential entry level qualifications:

- > Certificate III in Home and Community Care
- > Certificate IV in Home and Community Care

## About the qualifications

Qualifications provide the core skills, knowledge and experience (competencies) required for effective performance on the job plus the option of choosing a range of elective competencies that meet the needs of the employer and the individual.

Employability skills are non-technical skills. They are also sometimes referred to as generic skills, capabilities, enabling skills or key competencies. The Employability Skills are:

- > **Communication skills** that contribute to productive listening and understanding, speaking clearly and directly and harmonious relations across employees and customers;
- > **Teamwork skills** that contribute to productive working relationships and outcomes;
- > **Problem-solving skills** that contribute to productive outcomes;
- > **Initiative and enterprise skills** that contribute to innovative outcomes;
- > **Planning and organising skills** that contribute to long and short-term strategic planning;
- > **Self-management skills** that contribute to employee satisfaction and growth;
- > **Learning skills** that contribute to ongoing improvement and expansion in employee and company operations and outcomes;
- > **Technology skills** that contribute to the effective carrying out of tasks.

### 3. Career Pathways Websites

- > Australian Apprenticeships Pathways - view potential career pathways for this sector - [www.aapathways.com.au/search\\_job\\_02.cfm?c=28](http://www.aapathways.com.au/search_job_02.cfm?c=28)

Other useful careers sites are:

- > Careers that Matter - [www.careerthatmatter.com.au](http://www.careerthatmatter.com.au)
- > My Future - [www.myfuture.edu.au](http://www.myfuture.edu.au)
- > Job Guide - [www.jobguide.thegoodguides.com.au](http://www.jobguide.thegoodguides.com.au)
- > Career Factsheets - [www.ncdw.com.au/index.php/Career-Factsheets.html](http://www.ncdw.com.au/index.php/Career-Factsheets.html)

### 4. Job Hunting

**Job vacancy website:**

- > **Australian Jobsearch** – [www.jobsearch.gov.au/findajob/advancedsearch.aspx](http://www.jobsearch.gov.au/findajob/advancedsearch.aspx) The Australian Government’s job site. Input your postcode, select the Occupation Category “Social, Welfare and Security”, scroll down to the “Additional Search Criteria” section and click on “Apprenticeships/ Traineeships”, then click on the “Find Jobs” button.

**Job hunting hints and labour market information:**

- > **Australian Apprenticeships Pathways** - [www.aapathways.com.au](http://www.aapathways.com.au) Click on “Search” to find potential Australian Apprenticeships occupation ideas. You can also find Job Hunting hints in the “Self Help” menu item.
- > **My Future: Labour Market Information** - [www.myfuture.edu.au/services/default.asp?FunctionID=5400](http://www.myfuture.edu.au/services/default.asp?FunctionID=5400) Click on the map or use the drop down menu to find general labour market information for your region including top occupations and incomes. Data is based on the most recently available census.

### 5. Useful Contacts

**Here are some links to a range of support services, organisations and government agencies that may help with careers research and job hunting:**

**Support services:**

- > Search for your local Australian Apprenticeships Centre - [www.aapathways.com.au/search\\_aac.cfm?](http://www.aapathways.com.au/search_aac.cfm?)
- > Group Training Organisations employ Australian Apprentices and places them with businesses. [www.grouptraining.com.au](http://www.grouptraining.com.au)
- > Job Services Australia providers work with eligible job seekers to develop an individually tailored Employment Pathway Plan. The plan maps out the training, work experience and additional assistance needed to find job seekers sustainable employment. [www.jobsearch.gov.au/provider/ProviderLocation.aspx?ProviderType=JNS&](http://www.jobsearch.gov.au/provider/ProviderLocation.aspx?ProviderType=JNS&)

## 5. Useful Contacts - continued

### Industry Organisations:

- > Community Services & Health Industry Skills Council - [www.cshisc.com.au](http://www.cshisc.com.au)
- > Community Services and Health Industry Skills Council Environmental Scan 2011 - [www.cshisc.com.au/docs/research-reports/6109\\_enviromental\\_scan2011-r3\\_\(website\).pdf](http://www.cshisc.com.au/docs/research-reports/6109_enviromental_scan2011-r3_(website).pdf)
- > Aged and Community Care Australia (ACCA) - [www.agedcare.org.au](http://www.agedcare.org.au)
- > Aged Care Association Australia (ACAA) - [www.agedcareassociation.com.au](http://www.agedcareassociation.com.au)

### Government Agencies:

- > Australian Institute of Family Studies - [www.aifs.gov.au](http://www.aifs.gov.au)
- > Carers - Related Agencies & Sites - [www.fahcsia.gov.au/sa/carers/relatedsites](http://www.fahcsia.gov.au/sa/carers/relatedsites)
- > People with Disability - Related Agencies & Sites - [www.fahcsia.gov.au/sa/disability/relatedsites](http://www.fahcsia.gov.au/sa/disability/relatedsites)
- > Seniors - Related Agencies & Sites - [www.fahcsia.gov.au/sa/seniors/relatedsites](http://www.fahcsia.gov.au/sa/seniors/relatedsites)
- > Mental Health - Related Agencies & Sites - [www.fahcsia.gov.au/sa/mentalhealth/relatedsites](http://www.fahcsia.gov.au/sa/mentalhealth/relatedsites)
- > Department of Family, Housing, Community Services and Indigenous Affairs - [www.fahcsia.gov.au/careers/overview](http://www.fahcsia.gov.au/careers/overview)
- > Department of Human Services - [www.humanservices.gov.au](http://www.humanservices.gov.au)
- > Department of Education, Employment & Workplace Relations - [www.deewr.gov.au](http://www.deewr.gov.au)

## Part 2: About this Resource

# QUIZ

### Guidance

This Practice Aptitude Quiz is intended to be a general illustration of some of the key learning standards required of people attempting an Australian Apprenticeships entry level qualification in the Community Services sector.

**This Practice Aptitude Quiz is neither a formal assessment tool nor a direct pre-requisite for any job application.**

The Quiz focuses on literacy and numeracy questions contextualised to this specific industry.

This Quiz has been developed with the assistance of industry, TAFE and the secondary school sector as a careers resource.

The Quiz can be used by a number of different organisations and people such as careers practitioners with young people, and Group Training Organisations and Job Services Australia organisations with job seekers.

The Practice Aptitude Quiz can be:

- > used by careers practitioners with individuals or in a class setting to provide general guidance on the level of study involved in undertaking an entry level qualification in these industries;
- > provided to people to enable them to practice their skills before sitting an actual aptitude test;
- > used by Mathematics teachers as a guide to industry maths requirements at the entry point of this particular Australian Apprenticeship career path;
- > Used by teachers as classroom based activities for students in Year 12 and VET Community Services centred studies.

This Quiz does not cover aspects such as general knowledge or complex problem solving or reasoning skills.

The level of reading, writing and mathematical skills assessed by this Quiz is equivalent to that of a typical young person at Year 11 level.

Please note that rates quoted in this assessment for various items, including pay rates, are not meant to reflect today's values, but are used purely for mathematical purposes.

The Quiz should be able to be completed in approximately 60 minutes.

Calculators may be used to complete this practice exercise.

## Part 3: The Quiz

# QUIZ

### Section 1 - Literacy, Reading and Comprehension

As an Aged Care worker, you must be able to read and write reports accurately. Spelling, grammar and comprehension are therefore important skills to have in this occupation. Complete the following questions:

**1. Underline the missing word for each of these sentences:**

- a. John enjoys working in Aged Care. His supervisor says, he is very \_\_\_\_\_.  
karing                  caring                  carrring                  careing
- b. All Aged Care workers must follow workplace policies and \_\_\_\_\_.  
proseedures          procedurs                  procedure                  procedures
- c. Aged Care workers can help people to be positive about \_\_\_\_\_.  
ageing                  agging                  aeing                  agin
- d. As people get older, their skin becomes thinner and can be easily \_\_\_\_\_.  
dameged                  damagged                  damaged                  demaged

**2. Circle the most appropriate word to replace the word that is underlined:**

- a. In Aged Care, you will be expected to work independently and as part of a group.  
team                  section                  colleagues                  friends
- b. Health and safety hazards can be minimised by enforcing good health and safety practices within the workplace.  
prevented                  deficient                  eluded                  reduced
- c. Older people are all different and each person should be treated as an individual.  
similar                  equal                  alternative                  unique
- d. Aged Care workers provide support to the elderly.  
assistance                  choices                  knowledge                  transport



## Spelling

3. Circle the correct spelling of the following words:

- a. Reflective  
Rephlective  
Reflektive  
Reflectiv
- b. Adminestration  
Administrasion  
Administration  
Adminictrashin
- c. Individual  
Endividual  
Indeividual  
Individual
- d. Privacy  
Prevacy  
Pryvacy  
Privacy

## Judgement and coherent thinking

4. a. Arrange the following words in alphabetical order.

Independence	
Rights	
Personal	
Community	
Diversity	
Dignity	
Healthy	
Attitude	
Advocate	
Confidentiality	



b. The following procedure for washing hands is not in the correct order.

1. When soap has foamed, rinse well with water.
2. Dispose the paper towel correctly.
3. Thoroughly wet hands with water.
4. Dry hands thoroughly using clean paper towel.
5. Use medicated hand wash and rub thoroughly over both hands for 20 seconds.

Rearrange the numbers in the correct order below.

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## Comprehension

5. Read the case study below and answer the questions that follow:

A home and community assessor is at Mrs Sangi's home to assess her need for personal care assistance. Mrs Sangi is 80 years old. Mrs Sangi and her daughter Sunita are present at the assessment. The assessor watches Mrs Sangi lie down on the bed and then get up again. She does this quite well and safely, but it is safest if someone holds her wheeled walking frame in place for her.

The assessor talks to Mrs Sangi about getting undressed. She says she has difficulty lifting her arms over her head and often cannot get her nightgown off easily. She can use her frame to walk to the bathroom but needs assistance to get the water temperature correct, to step into the shower and she also needs reminding to hold the rails inside the shower.

There is a stool in the shower for her to sit on. She cannot raise her arms to wash her hair properly, but she can wash the rest of her body independently.

Once she has finished showering, she needs supervision when stepping out of the shower and also needs the bathroom chair in place. The bathroom chair should have one towel draped over the seat and another over the back. She cannot reach to dry her feet properly and cannot dry her hair. Once she is dry, she uses the frame to return to the bedroom and can dress independently if her clothes are laid out on the bed. She needs help to blow-dry and brush her hair. She occasionally needs help to do up zips and buttons that are high on the back, or to do up a necklace.

a. Who is Sunita?

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b. How does Mrs Sangi get to the bathroom?

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- c. List at least four ways that Mrs Sangi needs help to shower.

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**6, 7 & 8. Read the following**

Aged Care workers can work in a variety of settings such as a:

- > personal care worker in an aged care facility
- > home and community care worker in the community in either:
  - a day setting where the elderly come to a facility or centre for a day of activities such as crafts and social activities; or
  - an 'in-home' setting where the elderly are assisted in their own homes with their daily living activities such as showering, dressing and with medications.

In these settings, you will be required to work with people who may have communication issues and may be suffering from dementia. The way that you communicate with them will be important so as to maintain their dignity, allow them to remain independent and to provide them with the care that they need without upsetting and confusing them.

The role of an aged care worker can be very demanding and therefore in addition to providing the best care possible, you will also need to protect your own health and wellbeing. Aged Care workers can run a high risk of back injuries. The greatest risk of back injury is when you are lifting, carrying and lowering things.

Ways to stop injuries when lifting include:

- > Use equipment such as a hoist or trolley designed to carry a person or equipment like wheel chairs when residents have to be moved long distances
- > Lift only as a last resort - the best is NO lifting
- > Plan the move – think about how you will move the person before you do
- > Bend your knees
- > Keep the object close to your body
- > Work with a partner
- > Lift in small stages – for example floor to chair, then to table
- > Wear appropriate clothing and shoes
- > If you are not sure how to lift any load ask your supervisor

**Thinking about this information, please read the following scenarios and answer the associated questions.**

**6. Scenario 1**

You are working in an aged care facility, assisting in the care of several residents, including Mrs Hernandez. While you are in the activities room Mrs Hernandez asks you to help her out of her chair so she can go back to her room. She is insistent that she wants to leave the room immediately. All other careers in your area are busy.

Mrs Hernandez weighs 70kgs and you weigh 55kgs, so if you do help her the lifting will involve a high degree of strain on you. You realise that if you decide to help Mrs Hernandez on your own there is a risk that you will hurt your back and also that Mrs Smith may fall and incur an injury.

**a. In this scenario, what should you do? Circle the correct answer.**

- i. Immediately help Mrs Hernandez out of the chair on your own so that she can get back to her room quickly.
- ii. Ask another resident to help you get Mrs Hernandez out of the chair.
- iii. Ask Mrs Hernandez to wait while you ask your supervisor for direction on what to do in this situation.

**b. The decision to lift on your own may have led to the following outcomes. Which of these outcomes is likely to have long term and serious effects? Circle the correct answer.**

- i. You were able to get on to other tasks quickly.
- ii. After lifting you could feel pain in your back.
- iii. Mrs Hernandez was able to get back to her room quickly.

## 7. Scenario 2

Mrs Spinoza has recently been admitted into the Aged Care facility where you work. Her Care Plan sets out the detail of her personal and medical history, and how any issues will be managed. You notice that Mrs Spinoza's Care Plan states that she is Italian and that she speaks few words of English.

From your contact with Mrs Spinoza you realise that she has few visitors, and that communication is very difficult between her and the staff providing care.

Mrs Spinoza rarely leaves her room to mix with the other residents, and when she does she does not talk with anyone. You often see her crying, and she can get aggressive when you try to assist her with personal care (showering, dressing and toileting).

From your observations she seems isolated, confused, scared and lonely in her new environment.

You provide this feedback to your supervisor and other carers agree with your thoughts. Together with your supervisor you organise a visit by an Italian interpreter that the facility has access to.

From the discussions held through the interpreter you are able to reassure Mrs Spinoza that the carers are there to support her everyday needs, and that she has access to various activities at the facility.

You also agree on the use of several simple pictures to help communicate when daily activities such as meal times and therapy activities are happening. You also explain the use of a weekly 'calendar of events and activities' that the facility provides residents. You discover that Mrs Spinoza's favourite pastime is indoor bowls, and you talk about how to read those words on the calendar so that she can attend that activity.

You also start to learn from Mrs Spinoza and the interpreter some simple phrases of welcome in Italian that will help Mrs Spinoza feel more at ease in the facility.

a. **Comprehensive information about a patient can be obtained from:  
Circle the correct response**

- i) Gossip heard around the facility
- ii) A Care Plan
- iii) The internet

b. **Name at least two of Mrs Spinoza's emotions that you observed in her new environment.**

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c. **Name at least two strategies developed to help communicate more effectively with Mrs Spinoza.**

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**8. Scenario 3**

Mr and Mrs Brown are under your care and you visit them once a week in their home to assist Mrs Brown to care for her husband. He is suffering from mild dementia and you know from reading Mr Brown's Care Plan that he has trouble remembering names, appointments and events such as birthdays.

To help in this situation, every time you visit Mr Brown you make sure that you introduce yourself and mention the purpose of your visit. You also wear a name tag with your picture and information on the organisation you represent.

During a visit Mrs Brown mentions that she is frustrated by Mr Brown's inability to remember things. You discuss some strategies that may assist the Brown's daily organisation, such as leaving a list of things to do on the fridge and circling important dates on a large calendar. You also offer Mrs Brown support and encouragement to remain patient in her role as a carer.

a. **List two strategies that help Mr Brown become accustomed to your weekly visit.**

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b. **List two strategies that help Mrs Brown manage her husband's mild dementia.**

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## Section 2 - Mathematical Questions

### Numbers (Conversions, Estimation, Time)

1. Convert the following:

- a. \$3.59 to cents \_\_\_\_\_
- b. 3000 cents to dollars \_\_\_\_\_
- c. 175 days to weeks \_\_\_\_\_
- d. 104 weeks to years \_\_\_\_\_

2. Calculate the number of hours and minutes from 9 a.m. to 3.45 p.m.

\_\_\_\_\_

3. Circle the best estimate of the answer for the following:

a.  $999 \times 89 =$

- i. 89
- ii. 8900
- iii. 890
- iv. 89000

b.  $6000 \div 27 =$

- i. 20
- ii. 300
- iii. 3000
- iv. 200

4. Write as a number:

- a. Two thousand, one hundred and nine \_\_\_\_\_
- b. Thirty six thousand and ninety three \_\_\_\_\_

5. Calculate the following:

- a.  $124 + 35 =$  \_\_\_\_\_
- b.  $729 + 804 =$  \_\_\_\_\_
- c.  $169 - 82 =$  \_\_\_\_\_
- d.  $8043 - 249 =$  \_\_\_\_\_

**6. Multiply the following:**

a.  $6.79 \times 10 =$  \_\_\_\_\_

b.  $45 \times 12 =$  \_\_\_\_\_

**Problem Solving**

1. You arrive at work at 8.30 a.m. and leave at 4.15 p.m. How long have you been at work? Write your answer in number of hours and number of minutes.

\_\_\_\_\_

2. You have been asked by nursing staff to monitor the fluid intake of an elderly resident. What is the total fluid intake if the individual consumes the following fluids throughout the day? Provide your answer in litres.

200mls of tea in the morning

250mls of milk on a bowl of cereal

300mls of water

240mls of soup

200mls of tea for afternoon tea

200mls of beer

150mls of orange juice

Total fluid intake: \_\_\_\_\_ litres

3. You are stock taking materials for your department. If you have 13 boxes of soap and each box contains 20 blocks of soap, how many blocks of soap do you have in total?

\_\_\_\_\_

4. If you work for 35 hours a week and earn \$15 dollars an hour, what will your earnings per week be before tax deduction?

\_\_\_\_\_

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

\_\_\_\_\_ millilitres

6. You have been given a large box of chocolates to share equally with each staff member in your team. If the box contains 60 chocolates and you have a total number of 15 staff, how many chocolates does each staff member receive?

\_\_\_\_\_

## Section 1-Literacy, Reading & Comprehension Questions

1. a. caring      b. procedures      c. ageing      d. damaged  
 2. a. team      b. reduced      c. unique      d. assistance  
 3. a. Reflective      b. Administration      c. Individual      d. Privacy

4. a.

Advocate
Attitude
Community
Confidentiality
Dignity
Diversity
Healthy
Independence
Personal
Rights

b. 3, 5, 1, 4, 2

5. a. Her daughter.      b. She use her frame to walk to the bathroom.  
 c. Adjusting the water to the correct comfortable temperature, Reminding her to hold the rails, Washing hair and Getting out of the shower.  
 6. a. iii.      b. ii.  
 7. a. ii.      b. isolated, confused, scared, lonely  
 c. interpreter, pictures, introduce the facility's calendar of events, learn a few Italian phrases.  
 8. a. introduce yourself at every visit, wear a name tag with a picture of you on it.  
 b. list of things to do, calendar, maintain patience

## Section 2 – Mathematics Questions

1. a. 359 cents      b. \$30.00      c. 25 weeks      d. 2 years  
 2. 6 hours and 45 minutes  
 3. a. iv. 89000      b. iv. 200  
 4. a. 2109      b. 36093  
 5. a. 159      b. 1533      c. 87      d. 7794  
 6. a. 67.9      b. 540

### Problem solving

1. 7 hours and 45 minutes  
 2. 1.540 litres  
 3. 260 blocks of soap  
 4. \$525  
 5. 800 mls  
 6. 4 chocolates each



## Contributions

This Practice Aptitude Quiz was developed by:



**Australian Apprenticeships Pathways Website** - [www.aapathways.com.au](http://www.aapathways.com.au)

This website, part of the Australian Apprenticeships and Traineeships Information Service, provides sample Australian Apprenticeships job descriptions and links to more Australian Apprenticeships information and resources. The service is funded by the Department of Education, Employment and Workplace Relations.



Community Services & Health  
Industry Skills Council

**Community Services and Health Industry Skills Council** - [www.cshisc.com.au](http://www.cshisc.com.au)

The Community Services and Health Industry Skills Council (CS&HISC) is one of 11 Industry Skills Councils which have custodianship of all VET Education Training Packages. CS&HISC oversees two Training Packages in the following industry sectors: Community Services and Health. CS&HISC works closely with industry, education and government to ensure that the qualifications in these sectors reflect real industry skill requirements and to build capability, professionalism, and innovative capacity in Australia's workforce.



**Gordon Institute of TAFE** - [www.gordontafe.edu.au](http://www.gordontafe.edu.au)

The Gordon 1-10 initiative has been developed to see the Institute recognised as a leader in education and training at a regional, State, national and international level. With innovative approaches to new technologies and learning strategies The Gordon is playing a key role in ensuring the current and future needs of business, industry and community are being met.



**The Career Education Association of Victoria** - [www.ceav.vic.edu.au](http://www.ceav.vic.edu.au)

The CEAV is the Victorian peak body for secondary school career practitioners, work experience coordinators, VET coordinators and MIPS coordinators. The CEAV provides professional development opportunities for members and also works with business, industry, and the education and training sector.



**Industry Training Australia P/L** - [www.itaust.com.au](http://www.itaust.com.au)

Industry Training Australia (ITA) delivers consultancy services to government and non-government organisations in the education and training sector. ITA develops and delivers information and communication services, including the Australian Apprenticeships Pathways website, for service provider networks and the general public.

**For enquiries about this Practice Aptitude Quiz contact  
the Australian Apprenticeships and Traineeships Information Service on 1800 338 022.**