

ASSESSMENT THREE	CLUSTER TWO – CLIENT AND COMMUNITY INTERACTION	
Candidate name:		
Units of competency:	CHCCOM302C	Communicate appropriately with clients and colleagues
	CHCCS308B	Provide first point of contact

Assessment task # 3.1

Renee attends your workplace as a new client. A colleague attempts to undertake an intake interview as the first person she comes in contact with at the centre. Renee appears to be reluctant to share any information with your colleague and you soon notice that Renee has an intellectual disability which is causing communication difficulties. Renee is also getting frustrated with the situation as she feels she is not being heard or understood. The worker tell Renee to fill in some forms and hands her blank intake forms and moves her away from the counter. You notice this exchange and want to assist Renee.

- What action do you take to assist Renee in that situation?
- What policies or standards or charters or legislation may the worker have breached?
- How would an advocacy worker be of assistance here?
- What communication techniques or strategies may of assisted the worker and Renee in this scenario?

This task assesses CHCCS308B EI 1(all) and 3 (all)

Assessment Task # 3.2

You are a community worker in a local government funded community centre. Clients range from older persons to younger persons and people with specific needs like accommodation, job seeking and alcohol and other drugs. You are aware that communication is a critical skill to effective engagement and relationship building with clients and colleagues. Discuss how you would adjust your communication skills to accommodate the specific communication styles of the following clients:

- person with a stutter
- person with limited spoken English
- young person
- person self discloses difficulty with reading and writing
- agitated and angry person affected by drugs and alcohol
- new colleague or worker to your organisation and you are providing orientation to this worker.
- very distressed child
- a person as a recently arrived migrant with history of torture and trauma
- person with an acquired brain injury

This task assesses CHCCOM302C EI 1(all)

Evidence for assessment was:

Satisfactory

Not satisfactory

Feedback to candidate / Action required:

Assessor:

Signature: Date:

Candidate Signature:..... Date: