

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

Questions:

2.1 What are the principles of effective communication?
This question assesses CHCCOM302C EI 1

2.2 How would you approach working with an Aboriginal and/or Torres Strait Islander client that might be different to non-Aboriginal and/or Torres Strait Islander clients?
This question assesses CHCCOM302C EI 1.1, 1.2, 1.3 and CHCCS308B EI 1, 2, 3

2.3 What forms of written material are relevant to your job role? How are they important?
This question assesses CHCCOM302C EI 3.1

2.4 What are the relevant guidelines and procedures of your organisation relating to:
 - referrals
 - confidentiality
 - storage and recording systems

- monitoring services and/or attendance
- requirements for client registration
- activities and timetables
- waiting times for the service
- activities and timetables
- waiting times for the service
- provision of first point of contact for potential clients

This question assesses CHCCOM302C EI 3.1, 3.3, CHCCS308B EI 2.3, 3.1, 3.2

2.5 What is your understanding of the relationship between service providers? What other services and networks does your organisation make use of?.

This question assesses CHCCS308B EI 4

2.6 What are the rights and responsibilities of clients in your organisation? What are worker's rights and responsibilities?

This question assesses CHCCS308B EI 2.4, 3.2

2.7 Provide an example of when you have witnessed or been subject to stigma or prejudice.

This question assesses CHCCOM302C EI 1, 2, 3, CHCCS308B EI 1, 2, 3, 4

2.8 Discuss two community based agencies in your local area and each of their target group clients.

This question assesses CHCCS308B EI 4

2.9 What would you need to take into consideration if you were to undertake an intake interview with a client with:

- aggressive behaviour
- hearing disability
- vision disability

This question assesses Element CHCCOM302C EI 1, 2, 3, 5, CHCCS308B EI 1.1, 1.2, EI 3.1, 3.2, 3.3

2.10. What actions would you take if a person disclosed their intention to participate in an activity that would place them at risk of harm?

This question assesses Element CHCCOM302C EI 1.5, Element CHCCS308B EI 3.1, 3.2, 3.3

The candidate's performance was: Satisfactory Not satisfactory

Feedback to candidate / Action required:

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Assessor:

Signature: Date:

Candidate Signature:..... Date: