

ASSESSMENT TWO	CLUSTER ONE – ORGANISATIONAL REQUIREMENTS	
Candidate name:		
Units of competency:	CHCCS411A CHCORG303A HLTOHS300A CHCADMIN305D HLTHIR403B	Work effectively in the community sector Participate effectively in the work environment Contribute to OH&S processes Work within the administration protocols of the organisation Work effectively with culturally diverse clients and co workers

Questions:

2.1 What are the recording mechanisms used in your organisation and how do you follow them?

This question assesses CHCCS411A EI 2.3, CHCCS411A EI 5.1

2.2 What are the common job titles and locations of personnel relevant to work in community services?

This question assesses CHCCS411A EI 3.1, 3.2

2.3. Where would you find information setting out your work role and responsibilities?

This question assesses CHCORG303A EI 1.1, 1.2

2.4 If you are unsure about your role or responsibility in a situation, who would you seek direction from?

This question assesses CHCORG303A EI 1.1

2.5 Tell me which organisational policies relate to the performance of your work role and general overview of what they are about and what could happen if someone breached them.

This question assesses CHCCS411A EI 5 (all), CHCORG303A EI 1.1, 1.2, 1.4, EI 3.1, EI 4.1

2.6 What do you think is the correct action to take if you feel a person or situation is asking you to overstep the boundaries of your work role?

This question assesses CHCCS411A EI 1.1, 1.7, CHCORG303A EI 4.2

2.7 What are the main legislations and documents that relate to your work?

This question assesses CHCCS411A EI 5 (all)

2.8 To whom do you owe a duty of care when you are working in your work role?

This question assesses CHCCS411A EI 1.2, EI 5.1, HLTOHS300A EI 1.1

2.9 Who has access to the files of clients you work with? Can their family members have access?

This question assesses CHCADMIN305D EI 2 (all), CHCCS411A EI 1.1, 1.2, EI 2.2

2.10 What is the role and function of your organisation, as reflected in its mission statement and how do you follow this in your everyday work? If not currently working, select a mission statement from one organisation and discuss what you think it means and how it would be reflected in community services role.

This question assesses CHCCS411A EI 5.4, CHCORG303A EI 2.2

2.11 What award would a community services worker be employed under and what are some of the basic conditions of this award?

This question assesses CHCCS411A EI 3.1, CHCORG303A EI 1.1

2.12 Have you ever seen or been made aware of a case of discrimination? What was the discriminatory act and what happened? What role did you play?

This question assesses CHCCS411A EI 4.2, CHCORG303A EI 3.3, HLTHIR403B E 2.2

2.13 Are you aware of culturally diverse attitudes? 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 CHCCS4112A EI 4.3, CHCORG303A EI 3.3, HLTHIR403B All elements

2.14 Explain the concept of person-centred work in the community service role – how would you know when you are doing this?

This question assesses CHCCS411A EI 2.5, HLTHIR403B E1 (all), EI 3 (all)

2.15 Whose responsibility is OH&S in the workplace?

This question assesses HLTOHS300A EI 1, 2, 3, 4, 5

2.16 What are the examples of workplace hazards in community work that an organisation should have policies and procedures in place to help manage?

This question assesses HLTOHS300A EI 1.1, 1.2, 1.3, EI 4

2.17 Name three pieces of personal protective equipment and what they are used for.

This question assesses HLTOHS300A EI 1 (all)

2.18 What are the risk factors for manual handling influenced by?

This question assesses HLTOHS300A EI 1.1, 1.2, 1.3, HLTOHS300A EI 4 (all)

2.19 What procedures may an organisation have in place for the management of risk?

This question assesses HLTOHS300A EI 1 (all), EI 4 (all)

2.20 Who is the designated person for reporting OH&S information to in your organisation and how may these reports be made?

This question assesses HLTOHS300A EI 1 (all), EI 3 (all)

2.21 When might a community service worker's personal safety be at risk?

This question assesses HLTOHS300A EI 1 (all), EI 4 (all), EI 5 (all)

2.22 How might you contribute to the improvement of OH&S issues?

This question assesses CHCOHS312A EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all)

2.23 Identify four OH&S signs or symbols in the building you are in and describe what they mean?

This question assesses HLTOHS300A EI 1 (all)

2.24 What are the standard precautions to be used in minimising the risk of transfer of infectious diseases?

This question assesses HLTOHS300A EI 1 (all)

2.25 When working with clients from diverse cultures, what communication protocols may you need to be aware of?

This question assesses HLTHIR403B EI 3 (all), EI 4 (all)

2.26 Why do you think it is important to have a good awareness of your own cultural conceptions and pre-conceptions and perspective of diverse cultures as a community worker?

This question assesses HLTHIR403B E 1 (all), EI 2 (all), EI 3.1, EI 4.1, 4.2

The candidate's performance was:

Satisfactory

Not satisfactory

Feedback to candidate / Action required:

Assessor:

Signature: Date:

Candidate Signature:..... Date: