



CHCCOM005 Communicate and work in health or community services

Teacher Cheat Sheet

What is involved in Assessment Task 1 – Online Assessment?

- Students will have 60 minutes to complete the closed book online assessment test
- **Assessment Task 1 - Recommended time allowance – 60 minutes**

Each student needs to submit the following for this unit to be complete:

- The completed online assessment, each answer is required to be satisfactory
- If a student requires Verbal Discussion to be deemed satisfactory, trainers are required to annotate the notes in the comment/feedback area of the online assessment.
- If a student has been deemed not satisfactory overall for the task, complete the **Identified Improvement Framework Sheet** at the back of the task

What is involved in Assessment Task 2 – Case Studies

- For this task, students will begin by reading the case studies and then provide detailed answers to the questions that follow.
- Students must answer all questions and their parts correctly to achieve a Satisfactory outcome for this task.

Each student needs to submit the following for this unit to be complete:

- 3 Case Studies (completed).

What is involved in Assessment Task 3 – Communicate with a client (Role play)

Part A Communicate with a client

- Students are playing the role of Rose's husband's Individual Support Worker, Harry.
- A fellow student, a colleague, or you as the assessor is to play the part of Rose.
- The student arrives on the scene and acknowledges that Rose has requested to see them. As you interact with Rose you will be presented with an ethical dilemma to manage.
- The role play should take approximately 10 minutes.

Each student needs to submit the following for this unit to be complete:

- You are not required to submit anything for this task.

Part B Email coordinator

- For this part of the task, students are required to comply with legal and ethical responsibilities and request a meeting to discuss difficulties with the Coordinator.
- To carry out the task, students are working as Harry Jenkins, Personal care worker for Banksia Care, students must compose an email to your Coordinator, Joyce Kiehne. Explain that the email's purpose is to request a meeting to discuss an ethical matter that arose in your dealings with a client.
- Students are to ensure your email follows the legislation and Banksia Care requirements outlined in the following documents:
 - Banksia Care Communications Policy and Procedure
 - Information Technology Policy and Procedure
 - Privacy and Confidentiality Policy and Procedure
 - Code of Conduct Policy and Procedure
 - The Privacy Act 1988
- Students are to follow the procedures within and use the Banksia Care email template to develop your written correspondence. **Note:** you are not required to send the email as you are simulating the entire process with your assessor.

Each student needs to submit the following for this unit to be complete:



- Email to Joyce Kiehne, Coordinator of Banksia Care.

What is involved in Assessment Task 4 – Communicate with co-workers

Part A Communicate with a client

- For this part of the task, students will be observed participating in a role play.
- Students are required to read the provided scenario.
- Students must demonstrate how they would deal with a co-worker in the workplace who is being difficult and not cooperating with both their and your work requirements.
- Students need to demonstrate how they would handle the situation, using appropriate communication skills and negotiating an outcome.

Each student needs to submit the following for this unit to be complete:

- Students are not required to submit anything for this task.
- If your assessor is unable to observe you during the role play, video evidence must be submitted.

Part B Email coordinator

- For this part of the task, students must compose an email to the Coordinator to request a meeting to discuss difficulties in meeting the previous work requirements with your co-worker whilst following company communication policy and procedures.
- For this part of the task, students are required to comply with legal and ethical responsibilities and request a meeting to discuss difficulties with the Coordinator.
- For this part of the task, you are required to identify early signs of potentially complicated or difficult situations and report according to organisational procedures.
- To carry out the task, students are working as Harry Jenkins, Personal care worker for Banksia Care, students must compose an email to your Coordinator, Joyce Kiehne. Explain that the purpose of the email is to request a meeting to discuss the difficulties that arose in completing the previous work tasks allocated for yourself and co-worker Candy.
- Students are to ensure your email follows the legislation and Banksia Care requirements outlined in the following documents:
 - Banksia Care Communications Policy and Procedure
 - Information Technology Policy and Procedure
 - Privacy and Confidentiality Policy and Procedure
 - Code of Conduct Policy and Procedure
 - The Privacy Act 1988
- Students are to follow the procedures within and use the Banksia Care email template to develop your written correspondence. **Note:** *you are not required to send the email as you are simulating the entire process with your assessor.*

Each student needs to submit the following for this unit to be complete:

- Email to Joyce Kiehne, Coordinator of Banksia Care.

What is involved in Assessment Task 5 – Case studies

Part A Communicate with a client

- For this part of the task, students will be observed participating in a role play.
- Students must demonstrate how they will communicate with the Coordinator.
- Students need to demonstrate how they would work in a professional manner with this person, respecting their authority and position within the workplace. Case Study 2: Maya and Benny.
- For this task, students will be observed participating in a role play to confirm they can perform to industry standards and expectations.
- In this role play, students must demonstrate how they will communicate with the Coordinator to cover four main areas:
 - discuss how they communicated with a client relating to an ethical matter
 - discuss difficulties encountered in completing work tasks, meeting timeframes, and expectations with a co-worker
 - identify and voice improvements in work practices



- seek feedback and advice on areas to initiate own professional development.
- To prepare for this role play task, the student must first read the provided scenario.

Each student needs to submit the following for this unit to be complete:

- Students are not required to submit anything for this task.
- If your assessor is unable to observe you during the role play, video evidence must be submitted.

Part B Email coordinator

- For this part of the task, the students are required to read the email from their coordinator Joyce Kiehne as it contains further instructions to meet the task requirements.
- Students must investigate professional development providers that offer programs in communication skills for support workers, then populate these into the provided template.
- The template has one example (*Auslan*) to get you started. As a minimum, students must provide three suggestions.

Each student needs to submit the following for this unit to be complete:

- Completed Continuous Improvement Form – Staff Professional Development.