



'Simplicity at its best'

CHCDIV001

Work with diverse people

Knowledge Based Questions

Assessment Task 1

Student Name: _____

Student Signature: _____

Student USI: _____

In the following task, the student was assessed as;

Satisfactory **Not Yet Satisfactory**

Assessor Name: _____

Assessor Signature: _____

Date: _____

Any Assessor Comment:

Recommended time allowance – 90 minutes



Assessment Task 1: Written Questions

TASK SUMMARY

This is an open book written assessment.

There are eight questions and some questions have sub-parts.

You must answer all questions and their parts correctly to achieve a satisfactory outcome for this task.

RESOURCES AND EQUIPMENT REQUIRED TO COMPLETE THIS TASK

- Access to textbooks and other learning materials.
- Access to a computer, printer, Internet and email software (if required).
- Access to Microsoft Word (or a similar program).

WHEN AND WHERE SHOULD THE TASK BE COMPLETED?

- Your assessor will either provide you with time in class or will set this as a homework task.
- Your assessor will provide you with the due date for this assessment.

WHAT NEEDS TO BE SUBMITTED?

- Your answers to each question in this task.

INSTRUCTIONS

- This is an open book written assessment – you can use your learning materials as reference.
- You must answer all questions and their parts correctly to achieve a Satisfactory outcome for this task.
- Refer to the Glossary of Instructional Task Words for descriptions of instructional words to guide you in the level of response required in each question.

WHAT HAPPENS IF YOU GET SOMETHING WRONG

- If your assessor marks any of your answers as incorrect or insufficient, they will make arrangements with you for resubmission. Your assessor may ask you some questions verbally to check your understanding, or you may need to provide new written responses to the questions that were answered incorrectly. Your assessor will give you a due date by which this must be provided.



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1. a) Define 'diversity' in your own words.

RTO Result - Satisfactory Not Satisfactory

b) Describe the concept of diversity in the workplace.

RTO Result - Satisfactory Not Satisfactory

2. In your own words, explain the following concepts and describe the impact of these on your work role. Write your answers in the template below.

Concept	What this is	Impact on work role
Cultural Awareness		



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Concept	What this is	Impact on work role
Cultural Competence		
Cultural Safety		

RTO Result - Satisfactory Not Satisfactory

3. Outline the characteristics of each of the key areas of diversity listed below.

No.	Diversity Area	Characteristics
1	Disability	
2	Culture	



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No.	Diversity Area	Characteristics
3	Race	
4	Ethnicity	
5	Religion	
6	Spirituality	



No.	Diversity Area	Characteristics
7	Gender and Transgender	
8	Sexual Orientation Lesbian Gay Bisexual Heterosexual	
10	Generational	

RTO Result - Satisfactory Not Satisfactory



4. Describe the purpose of the Universal Declaration of Human Rights.

RTO Result - Satisfactory Not Satisfactory

b) Do human rights necessarily cover all human needs? Explain your answer in one paragraph and provide an example.

RTO Result - Satisfactory Not Satisfactory

c) Name the International legal framework that sets out the rights of people with disability generally and in respect of employment.

RTO Result - Satisfactory Not Satisfactory

d) Name the two Australian legal frameworks that consist of anti-discrimination legislation at both Commonwealth and state/territory levels, which prohibits discrimination on the basis of disability in the context of employment.

RTO Result - Satisfactory Not Satisfactory



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e) The Australian Government developed mechanisms which target the participation of people with disability in the workforce. These are reinforced by the Australian Human Rights Commission. In your own words, describe the purpose of these mechanisms.

RTO Result - Satisfactory Not Satisfactory

f) What are the frameworks, approaches, and instruments used in your workplace to ensure human rights and anti-discrimination are provided for?

Frameworks (Support systems in the workplace)	
Approaches (Attitudes and practices within your service)	
Instruments (Support methods/mechanisms)	

RTO Result - Satisfactory Not Satisfactory



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5. a) What are the rights and responsibilities of employees, employers, and customers regarding human rights and anti-discrimination?

Outline these in the template below

	Rights	Responsibilities
Employees		
Employers		
Customers		

RTO Result - Satisfactory Not Satisfactory

- b) What is the Australian organisation that deals with complaints regarding breaches of human rights and discrimination.

Step 1 _____

Step 2 _____



Step 3 _____

Step 4 _____

RTO Result - Satisfactory Not Satisfactory

c) Outline the process for complaints about sex, race, disability and age discrimination.

RTO Result - Satisfactory Not Satisfactory

6. Read the scenario below and answer the questions that follow.

Mario is a part-time Support Worker at First Access. He holds Certificate IV in Community Services and is studying for the Diploma of Mental Health. Since he started his job at the service, he was never approved to participate in any Professional Development sessions, while other Support Workers completed two sessions each year. One day he overheard two staff members whispering about him. They said that he doesn't need professional development because he learned enough in his other Diploma course at TAFE, that he is just a young guy, and it is better if they keep telling him how to do things.

a) What is the legal and ethical issue in this scenario?

RTO Result - Satisfactory Not Satisfactory



b) What do you think is the impact on Mario in this situation?

RTO Result - Satisfactory Not Satisfactory

c) Review the Universal Declaration of Human Rights and identify Article/s that are being breached in Mario's story.

RTO Result - Satisfactory Not Satisfactory

d) What can Mario do to protect his rights.

RTO Result - Satisfactory Not Satisfactory

7. Read the scenario below and answer the questions that follow.

You are a new Support Worker at First Access. You noticed that during the day visit program Diedre, a client with intellectual disabilities, always sits by herself at a little table further away from everyone else. She rarely participates in fun or interactive activities but plays games on an iPad with headphones on. The Support Workers hardly interact with her and always tell her family when they call to check on her that she has been having a good time and joining most group activities. When you asked Maurice, the Coordinator, if you could support Diedre in playing Bingo with the group, his answer was, "No, let her sit there at the table. She is quiet there and it is easier only to watch her now and again. Also, Bingo is a game for fast thinkers, and she will be a burden for the others in the group."

a) What is the legal and ethical issue in this scenario?

RTO Result - Satisfactory Not Satisfactory



b) What do you think is the impact on Diedre in this situation?

RTO Result - Satisfactory Not Satisfactory

c) Review the Universal Declaration of Human Rights and identify Article/s that are being breached in Diedre's story.

RTO Result - Satisfactory Not Satisfactory

d) What can Diedre do to protect her rights.

RTO Result - Satisfactory Not Satisfactory

8. Read the scenario below and answer the questions that follow.

Rayan has recently finished his Certificate IV in Community Services. He has passed all of his assessments, and the feedback from his trainers has been very positive.

Rayan is very excited to get a job. He enquires at First Access, his placement organisation, but unfortunately, they do not have any positions available at the moment. The Director promises to let him know if any jobs will be advertised, as she was very impressed with his work. Also, the Director recommended him to another Community Centre as she knew they were looking to hire qualified Support Workers.

Rayan applies for that position but has had no response. He decides to call the centre to find out why he was not considered for an interview.

He is put through to someone called Meg, who says, 'Oh Rayan, that's right. I heard about you. Yes, the Coordinator of the Centre didn't want to put your application through further because they thought the clients in our centre might feel uncomfortable having a male Muslim Support Worker as none of them is from that culture.'

Rayan hangs up in shock – he can't believe what he has just heard!



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a) What is the legal and ethical issue in this scenario?

RTO Result - Satisfactory Not Satisfactory

b) What do you think is the impact on Rayan in this situation?

RTO Result - Satisfactory Not Satisfactory

c) Review the Universal Declaration of Human Rights and identify Article/s that are being breached in Rayan's story.

RTO Result - Satisfactory Not Satisfactory

d) What can Rayan do to protect his rights.

RTO Result - Satisfactory Not Satisfactory



ASSESSMENT CHECKLIST: ASSESSMENT TASK 1		Attempt 1		Attempt 2		Attempt 3	
Did the student demonstrate the required level of competence for each of the following points?	Comments	Date:		Date:		Date:	
		Yes	No	Yes	No	Yes	No
Did the student answer all written questions correctly in line with the decision-making rules provided in the Marking Guide?							
If 'no' to the above, have arrangements been made for re-assessment?							
Where any items above are marked 'No', outline the gaps below. Ensure feedback is provided to the student on their Assessment Task Cover Sheet. Note actions that will be taken to correct the gaps.							
Comments: What did you observe? Are there any gaps? What did the student do to demonstrate competence?							
Please outline any reasonable adjustments made for this task here.							

Assessment Task 1 Outcomes				
Attempt	Date	Outcome	Assessor Name	Assessor Signature
Attempt 1		<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory		
Attempt 2		<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory		
Attempt 3		<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Satisfactory		