



CHCCOM002

ASSESSOR GUIDE

Use communication to build relationships

Assessment 1 of 3

Short answer questions



Assessment Instructions

Task overview

This assessment task includes 10 short answer questions.

Read each question carefully before capturing your response in the space provided.



Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)



However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Question 1

Identify and describe 3 common organisation communications policies and procedures you will need to apply in the workplace.

Assessor instructions: Students must identify a communication policy and procedure by name and provide a short description of this type of P&P.

A sample answer is provided below. Students answers may vary, however they must reflect a common, valid communications policy and procedure and summary.

COMMUNICATION P&P (Up to 10 words each)		DESCRIPTION (Approximately 40 words each)
1.	Email and Electronic Communication Policy and Procedure	This policy outlines guidelines for using email and other electronic communication tools in the workplace. It may include rules for appropriate language, confidentiality, security practices, and limitations on personal use. The policy might also address how to handle sensitive information and attachments.
2.	Social Media and Online Interaction Policy and Procedure	This policy governs how employees should represent the company on social media and online platforms. It can include guidelines on what can be shared about the organisation, how to handle negative comments, and how to maintain a respectful and professional online presence.
3.	Data and Information Security Policy and Procedure	<p>This policy outlines procedures for handling and sharing sensitive information, both within and outside the organisation. It may include rules on encryption, secure file sharing, and the use of passwords to protect communication channels.</p> <p>Alternative answers may include:</p> <ul style="list-style-type: none"> • Meetings and Collaboration Policy and Procedure: This policy establishes procedures for conducting meetings and collaborating effectively. It can cover aspects like setting agendas, punctuality, participation expectations, and the appropriate use of technology during meetings. This policy aims to ensure that communication during meetings is productive and inclusive. • Feedback and Communication Channels Policy and Procedure: This policy focuses on creating open channels for feedback and communication within the organisation. It might include procedures for regular performance reviews, suggestion boxes, anonymous feedback mechanisms, and opportunities for employees to express concerns or ideas in a structured manner.

Question 2

For the correspondence mediums listed, provide a short description and identify at least 3 protocols and style guide elements associated with each.

Assessor instructions: Students must provide a short description and 3 protocols associated with each of the correspondence mediums identified.

Sample answers are provided below. Students answers may vary, however they must describe the medium identified and provide 3 related protocols for this type of medium.

MEDIUM	DESCRIPTION (Approximately 15 words each)	PROTOCOLS AND STYLE GUIDE ELEMENTS (Approximately 15 words each)	
a. Letter	A formal written communication typically printed on	1.	Salutation and Greeting: Use appropriate titles and names in the salutation, such as "Dear Mr. Smith" or "Dear Dr. Johnson."

	paper and sent through postal mail.	2.	Format: Follow a standard letter format with sender's address, date, recipient's address, salutation, body, closing, and signature.
		3.	Signature: Include a handwritten or electronic signature of the sender. Additional answers may include: <ul style="list-style-type: none"> • Tone: Maintain a professional and courteous tone throughout the letter. • Language and Grammar: Use formal language and proper grammar. Avoid contractions and colloquialisms.
b. Email	A digital form of written communication sent electronically.	1.	Subject Line: Use a clear and concise subject line that reflects the content of the email.
		2.	Attachment: Clearly indicate attachments in the email and mention them in the text.
		3.	Reply and Forward: When replying or forwarding, edit the email thread to include only relevant information and provide context if necessary. Additional answers may include: <ul style="list-style-type: none"> • Tone and Politeness: Keep the tone professional and polite, and use appropriate salutations and closing remarks. • Conciseness: Keep the email concise and to the point, avoiding unnecessary details.
c. Minutes	A written record of discussions, decisions, and actions taken during a meeting.	1.	Agenda Reference: Reference the meeting agenda items to provide context for discussions and decisions.
		2.	Format and Structure: Maintain a consistent format and structure, including headings for different sections of the meeting.
		3.	Decision and Action: Clearly document decisions made and actions assigned, including responsible individuals and deadlines. Additional answers may include: <ul style="list-style-type: none"> • Objective Language: Use objective and neutral language to accurately capture discussions without bias. • Decision and Action: Clearly document decisions made and actions assigned, including responsible individuals and deadlines. • Abbreviation and Acronym: Define abbreviations and acronyms when first used, or provide a glossary at the end of the document.
d. Case notes	Detailed records of interactions, decisions, and steps taken in a particular case or situation.	1.	Confidentiality: Adhere to privacy and confidentiality guidelines when documenting sensitive information.
		2.	Relevant Details: Include pertinent details such as parties involved, key information shared, and actions taken.
		3.	Chronological: Present the information in chronological order to maintain a clear timeline. Additional answers may include:

			<ul style="list-style-type: none"> • Date and Time: Start each case note with the date and time of the recorded interaction. • Objective Language: Use factual and objective language, avoiding personal opinions or assumptions.
e. Reports	Structured documents presenting findings, analysis, and recommendations.	1.	Executive Summary: Begin with an executive summary that provides a concise overview of the report's key points.
		2.	Headings and Subheadings: Use headings and subheadings to organise content and guide the reader through the report.
		3.	Citation and References: Provide proper citations and references for sources used in the report. Additional answers may include: <ul style="list-style-type: none"> • Consistent Formatting: Maintain a consistent font, style, and formatting throughout the report for a professional appearance. • Visual Aids: Use graphs, charts, and tables to visually present data and make complex information more accessible.

Question 3

Describe each of the digital communication mediums listed and how they can be used in community services and health sector communications.

Assessor instructions: Students must describe each of the communication mediums identified along with a summary of how this medium may effectively be used in the community services and health sector,

A sample answer is provided below. Students answers may vary, however they must capture the basis of each of the mediums and opportunities for use in the industry.

DIGITAL MEDIUMS	DESCRIPTION (Approximately 15 words each)	APPLICATION IN COMMUNITY SERVICES (Approximately 50 words each)
a. Web/ internet	The web or internet is a global network of interconnected computers and servers that host websites and web pages.	Websites can be used to provide information about services, programs, facilities, medical advice, health education, and resources. They also offer online appointment scheduling, patient portals for accessing medical records, and interactive tools for self-assessment or symptom checking. Websites can serve as a hub of information and engagement for community members and service providers.
b. Email	Email is a widely used form of electronic communication.	Emails can be used for sending appointment reminders, health tips, newsletters, and announcements about services or programs. They also facilitate communication between healthcare providers, allowing them to share information securely and discuss treatment plans. Email campaigns can be used for health promotion and education, sharing information on topics such as disease prevention, healthy habits, and community events.
c. Social media	Social media platforms offer opportunities to reach out to and connect with a wider audience.	Social media can be used to share health tips, success stories, community events, and updates about services. Organisations can engage in two-way communication, responding to community members in real-time. Live streaming can be used for health education seminars or Q&A sessions. However, privacy and patient confidentiality must be carefully maintained.

d. Podcasts and videos	Podcasts are audio recordings, while videos offer a visual element.	Both can be used to record and share health-related information, expert interviews, patient testimonials, and educational content. Podcasts and videos can cover topics such as disease management, mental health, healthy lifestyle tips, and interviews with healthcare professionals. These formats offer a more engaging way to communicate complex medical information and can be easily accessed on various devices.
e. Tablets and apps	Tablets are highly mobile devices that can run applications (apps) or programs that support a range of purposes.	Healthcare providers can use tablets to access and update patient records, share educational content, and gather patient feedback. Apps can provide medication reminders, health tracking tools, and telehealth services, allowing patients to connect with healthcare professionals remotely. These technologies enhance patient engagement and streamline administrative tasks.
f. Newsletters and broadcasts	Newsletters and broadcasts capture current and timely information for the purpose of sharing it with the wider community.	Digital newsletters can be sent via email to provide regular updates on health services, upcoming events, and health tips. They maintain consistent communication with the community and keep them informed about relevant news. Broadcasts can include webinars or virtual workshops on health topics, bringing experts and community members together for interactive learning.
g. Intranet	An intranet is a private network within an organisation that facilitates internal communication.	An intranet can be used by healthcare providers internally to share important information, collaborate on patient care, access resources and guidelines, and communicate with colleagues. It can also be used to store and access policies, procedures, templates and other operating procedure documentation. It enhances communication and coordination among healthcare teams, contributing to improved patient outcomes.

Question 4

Describe each of the communication styles and techniques listed and outline how they impact interpersonal communication.

Assessor instructions: Students must provide a description of each of the communication styles and techniques listed. For each, students must also identify impacts this style or technique has on communication.

A sample answer is provided below. Students answers may vary, however they must reflect the style/technique identified and capture the key impacts on interpersonal communication.

STYLE AND TECHNIQUE	DESCRIPTION (Approximately 30 words each)	IMPACTS ON INTERPERSONAL COMMUNICATION (Approximately 20 words each)
a. Strategies for effective interpersonal communication	Effective interpersonal communication involves active listening, empathy, clarity, and feedback. It focuses on mutual understanding and respect, avoiding assumptions and judgments. Strategies include paraphrasing, summarising, asking open-ended questions, and using reflective statements.	These techniques promote clear information exchange, build trust, and minimise misunderstandings, fostering positive relationships.
b. Person centred and rights based approaches	These approaches prioritise the individual's preferences, needs, and rights. Person-centered communication involves tailoring interactions to the individual's values and goals, making them active participants in their care.	Rights-based communication emphasises respect for human rights and dignity. These approaches empower individuals, enhance their autonomy, and foster collaborative decision-making.

c. Cross-cultural communication protocols	Cross-cultural communication involves understanding and respecting cultural differences in communication styles, norms, and values. Protocols include learning about different cultural norms, using plain language, avoiding jargon, and being aware of non-verbal cues.	It requires sensitivity to avoid misinterpretation or offense. Effective cross-cultural communication prevents misunderstandings and promotes inclusivity.
d. Non-verbal communication cues	Non-verbal cues, such as facial expressions, gestures, body language, and tone of voice convey emotions, attitudes, and intentions more powerfully than words alone.	Being aware of and interpreting non-verbal cues accurately enhances understanding and helps build rapport.
e. Group processes and dynamics	Group communication involves understanding the dynamics and roles within a group. Effective communication within groups requires active participation, balanced sharing of ideas, respectful listening, and conflict resolution.	Group processes impact how ideas are generated, decisions are made, and consensus is reached.
f. Motivational interviewing versus coercive approach	Motivational interviewing is a collaborative, client-centered approach that encourages individuals to express their motivations and goals. A coercive approach involves using authority or pressure to compel behavior.	Motivational interviewing fosters open communication, trust, and self-directed behavior change. A coercive approach uses negative pressure and can lead to resistance and strained relationships.
g. Collaboration versus confrontation	Collaboration involves working together toward a shared goal, respecting each other's viewpoints and ideas. Confrontation, on the other hand, involves directly challenging opposing viewpoints and can lead to defensive reactions.	Collaboration promotes open dialogue, problem-solving, and consensus building and fosters positive relationships and effective communication, while confrontation can create barriers and escalate conflicts.

Question 5

Determine the most appropriate communication strategy to achieve each of the goals or deliverables listed.

(Approximate word count: 40 words each)

Assessor instructions: Students must identify an appropriate communication strategy to manage the goals or deliverables outlined.

A sample answer is provided below. Students answers may vary, however they must reflect one appropriate strategy in support of the deliverables provided.

GOAL OR DELIVERABLE	COMMUNICATION STRATEGY
a. Build and maintain relationships and trust	Active Listening and Empathy Building and maintaining relationships and trust require genuine engagement. Active listening, showing empathy, and demonstrating understanding of others' perspectives and feelings can help establish rapport and foster trust.
b. Facilitate workplace meetings	Structured Communication and Participation Effective meeting facilitation involves setting clear agendas, encouraging active participation, and ensuring everyone has an opportunity to share their input. A structured approach ensures that discussions are focused and productive.
c. Negotiate for optimal outcomes	Principled Negotiation Principled negotiation, also known as "win-win" negotiation, involves focusing on interests and generating creative solutions that benefit all parties. It encourages open communication, collaboration, and a focus on mutual gains.

d. Deliver business presentations	Clear Communication and Visual Aids Business presentations should use clear and concise language, supported by relevant visual aids like slides or diagrams. Engaging storytelling techniques and interactive elements can enhance audience understanding and retention of key points.
e. Address communication barriers	Open Communication and Problem-Solving Addressing barriers requires identifying the root causes and engaging in open, non-confrontational communication. Encouraging a problem-solving approach where all parties work together to find solutions can overcome obstacles effectively.
f. Solve problems and resolve conflict	Active Listening and Mediation Effective problem-solving and conflict resolution involve active listening to understand the concerns of all parties involved. Using mediation techniques to facilitate discussions can help reach solutions that satisfy everyone's needs.

Question 6

Describe how each of the elements listed contribute to communication barriers.

[Approximate word count: 50 words each]

Assessor instructions: Students must outline how high emotions, mistrust and misunderstandings create barriers to communication.

Sample answers are provided below. Students answers may vary, however they must reflect the impact of these elements on communication effectiveness.

ELEMENT	CONTRIBUTION TO COMMUNICATION BARRIERS
a. High emotions	<p>When emotions run high, individuals might find it challenging to communicate effectively. Intense emotions, such as anger, frustration, or anxiety, can distort communication through impairing rationality, where strong emotions can cloud judgment and prevent individuals from thinking logically or considering alternative viewpoints. This can lead to irrational responses or decisions.</p> <p>Other elements students may address include:</p> <ul style="list-style-type: none"> • Triggering Defensive Reactions: People may become defensive in the face of heightened emotions, causing them to shut down, avoid conversations, or respond aggressively. • Reducing Active Listening: Emotional distress can hinder active listening, making it difficult to understand others' perspectives and leading to misinterpretations. • Miscommunication of Intentions: Emotional cues can affect how messages are interpreted. For example, a well-intentioned comment might be perceived negatively due to the emotional context.
b. Mistrust	<p>Mistrust creates a significant barrier to effective communication by creating an atmosphere of skepticism and suspicion. This can manifest as selective perception - People may filter information through their mistrust, focusing on details that confirm their suspicions while disregarding information that contradicts them.</p> <p>Other elements students may address include:</p> <ul style="list-style-type: none"> • Filtering Information: Individuals may withhold important information or selectively share information to protect themselves from perceived threats. • Closed Communication: Mistrust can discourage open and honest communication, causing individuals to withhold their opinions, concerns, or feedback. • Misinterpretation: Messages may be misinterpreted as manipulative or dishonest due to the underlying assumption of mistrust.

c. Misunderstandings	<p>Misunderstandings occur when the intended message is not accurately received or interpreted. They often arise from ambiguity where vague or poorly constructed messages can lead to multiple interpretations, increasing the chances of misunderstandings or different cultural backgrounds can result in different interpretations of gestures, idioms, and non-verbal cues, leading to miscommunication.</p> <p>Other elements students may address include:</p> <ul style="list-style-type: none"> • Assumptions: People might make assumptions about shared knowledge or context, skipping important details and leaving others confused. • Communication Noise: External factors such as distractions, technical issues, or language barriers can contribute to misinterpretation.
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Question 7

In addition to high emotions, mistrust and misunderstandings, list and describe 3 factors that commonly contribute to communication barriers.

[Approximate word count: 35 words each]

Assessor instructions: Students must identify and describe 3 other barriers to communication, excluding high emotions, mistrust and misunderstandings.

Sample answers are provided below. Students answers may vary, however they must reflect common barriers to effective communication.

CONTRIBUTION TO COMMUNICATION BARRIERS	
1.	Language Barriers - Differences in language proficiency or the use of jargon, technical terms, or complex language that others may not understand can impede effective communication. Language barriers can lead to misinterpretation, confusion, and difficulties in conveying ideas clearly.
2.	Cultural Differences - Diverse cultural backgrounds can lead to different communication norms, non-verbal cues, and interpretations of gestures and expressions. These differences can result in misunderstandings, misinterpretations, and unintentional offense if cultural sensitivities are not considered.
3.	<p>Distractions and Noise - External factors such as noisy environments, interruptions, or technological issues can hinder communication by causing individuals to miss important information or struggle to focus on the conversation.</p> <p>Additional answers may include:</p> <ul style="list-style-type: none"> • Lack of Active Listening - Active listening involves giving full attention to the speaker, understanding their message, and responding thoughtfully. Failure to listen actively can lead to misinterpretations, missed details, and an inability to address the speaker's concerns effectively. • Assumptions and Stereotypes - Assuming shared knowledge, jumping to conclusions, or relying on stereotypes can lead to miscommunication. People might not seek clarifications, assuming they understand the message or the speaker's intentions. • Lack of Clarity and Conciseness - Unclear messages, vague language, or overly complex explanations can create confusion. Communication should be concise, focused, and well-structured to ensure that the intended message is understood without ambiguity. • Physical Barriers - Physical barriers like geographical distance, time zone differences, or limited access to communication tools can hinder effective communication, making timely and clear interaction challenging.

Question 8

Identify 1 type of interpretation and 1 type of translation service and outline how to access them.

Assessor instructions: Students must describe 1 type of interpretation and translation service and identify how to engage them.

Sample answers are provided below. Students answers may vary, however they must reflect 2 service types and accessibility details.

SERVICE [Approximately 30 words each]		PROCEDURE TO ACCESS [Approximately 30 words each]
Interpretation	On-site interpreters are physically present to facilitate communication between parties who speak different languages. They can be used for medical appointments, therapy sessions, social services interactions, and community events.	<p>Contact local language service agencies, hospitals, clinics, or community centers that provide on-site interpretation services. Some agencies may have interpreters available on staff, while others can be scheduled in advance based on the language needed.</p> <p>Additional answers may include:</p> <ul style="list-style-type: none"> • Video Remote Interpretation (VRI) involves using video conferencing technology to connect with remote interpreters who provide visual interpretation in real time. VRI can be especially useful for sign language interpretation or for situations where non-verbal cues are important. <ul style="list-style-type: none"> • Access: Healthcare facilities and community organisations can partner with language service providers that offer VRI services. Access to VRI can be facilitated through specialised software or platforms that provide secure video connections. • Telephone interpreters provide real-time interpretation services via phone for situations where on-site interpreters are not available or feasible. This can be used for quick consultations, remote telehealth appointments, or emergencies. <p>Access: Many language service providers offer telephone interpretation services that can be accessed by calling a designated number. Some healthcare organisations also have contracts with interpretation agencies to provide telephone interpretation services as needed.</p>
Translation	Translation involves converting written documents, forms, educational materials, and medical records from one language to another. Accurate translation is essential for providing information in a language understood by the intended audience.	Language service companies and freelance translators can provide written translation services. Reach out to these professionals with the specific documents or materials that need to be translated. Many language service providers have online platforms where you can upload documents for translation.

Question 9

Describe boundaries as they relate to the professional relationship types listed and identify at least 2 ways to manage them.

Assessor instructions: Students must provide a define boundaries as they apply to each of the relationships types listed. For each relationship, students must identify 2 ways to manage professional boundaries.

Sample answers are provided below. Students answers may vary, however they must reflect the relationship types and methods of managing healthy boundaries for each.

RELATIONSHIP TYPE	DESCRIBE RELATIONSHIP BOUNDARIES AND 2 STRATEGIES TO MANAGE EACH [Approximately 20 words each]
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a. Manager/ supervisor and direct report	Boundaries in this relationship type establish the limits and expectations between managers or supervisors and their direct reports.	
	1.	Role Clarity: Clearly define roles, responsibilities, and expectations to avoid confusion and overstepping of roles.
	2.	Confidentiality: Maintain appropriate levels of confidentiality while ensuring that necessary information is shared for work purposes. Additional answers may include: <ul style="list-style-type: none"> • Feedback and Communication: Provide constructive feedback in a respectful and private manner, avoiding criticism that goes beyond professional scope. • Personal Relationships: Avoid forming personal friendships or disclosing personal issues that could compromise the professional dynamic.
b. Peers or co- workers	Boundaries among peers or co-workers help maintain a productive and respectful work environment.	
	1.	Respect for Individual Space: Respect personal space and preferences, both physically and emotionally.
	2.	Collaboration: Work collaboratively while respecting each other's expertise and input without encroaching on each other's responsibilities. Additional answers may include: <ul style="list-style-type: none"> • Communication: Communicate openly about work-related matters but refrain from prying into personal lives or sharing sensitive personal information without consent. • Conflict Resolution: Address conflicts professionally and constructively, focusing on resolving the issue rather than allowing it to escalate into personal disputes.
c. Client and Support worker	Boundaries in the client and support worker relationship ensure the professional nature of interactions while providing effective support.	
	1.	Professional Distance: Maintain a professional demeanor and avoid forming personal relationships that might compromise the quality of support.
	2.	Avoid Dual Relationships: Refrain from engaging in relationships that involve multiple roles, such as being a friend or family member of the client outside the professional context. Additional answers may include: <ul style="list-style-type: none"> • Privacy and Confidentiality: Respect the client's privacy and maintain confidentiality regarding their personal information and situations. • Emotional Support: Provide empathetic and compassionate support while maintaining emotional distance to prevent becoming overly involved in the client's personal struggles. • Maintain Objectivity: Offer advice and support based on the client's needs and goals, without imposing personal beliefs or values.

Question 10

For each of the scenarios below, identify the most appropriate communication technique for working with clients and colleagues. Include justification for your answer.

[Approximate word count: 30 words each]

Assessor instructions: Students must identify the most appropriate communication technique for working with clients and colleagues for each of the following scenarios.

A sample answer is provided below. Students answers may vary, however they must include a reasonable justification for the technique chosen.

SCENARIO	COMMUNICATION TECHNIQUE & JUSTIFICATION
Providing emotional support to a grieving client.	<p>Active listening: Demonstrating attentive and empathetic listening allows the client to express their emotions and thoughts freely. This technique shows that their feelings are acknowledged and respected, fostering a sense of emotional support.</p> <p>An alternative answer may include:</p> <ul style="list-style-type: none"> • Reflective responses: Responding with reflective statements, such as "It sounds like you're feeling overwhelmed," validates the client's emotions and helps them feel understood, thereby building trust and a deeper connection.
Conducting a workshop on youth mental health	<p>Visual aids: Incorporating visual aids like slides and infographics can simplify complex concepts, making them more understandable and engaging for participants, especially when discussing sensitive topics like mental health.</p> <p>An alternative answer may include:</p> <ul style="list-style-type: none"> • Group activities: Organising interactive activities, such as group discussions or role-playing, encourages active participation and provides opportunities for participants to share their insights and learn from one another.
Resolving a disagreement among team members	<p>Clarifying misunderstandings: Encouraging team members to ask for clarification and explain their perspectives helps address misunderstandings that may have contributed to the disagreement, leading to better mutual understanding.</p> <p>An alternative answer may include:</p> <ul style="list-style-type: none"> • "I" statements: Encouraging team members to use "I" statements, such as "I feel" or "I think," when expressing their concerns fosters a non-accusatory tone and focuses on personal perspectives rather than blame.
Providing health information to culturally diverse clients	<p>Cultural sensitivity: Tailoring communication to respect cultural norms and beliefs demonstrates an understanding of clients' backgrounds and enhances their receptiveness to the health information being provided.</p> <p>Alternative answers may include:</p> <ul style="list-style-type: none"> • Use of plain language: Simplifying medical terminology and using plain language ensures that health information is easily comprehensible, especially for clients who may not have a medical background. • Interpreters or translators: Engaging interpreters or translators when language barriers exist ensures that clients receive accurate information, promoting effective communication regardless of language differences.

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

10 short answer questions to be completed in the spaces provided	<input type="checkbox"/>
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Congratulations you have reached the end of Assessment 1!

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