



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Learner Assessment

Task 1 – Written Questions

Unit Code: CHCDIV001

Unit Name: Work with diverse people

Qualification:

Participant Name: _____

Version Control:

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Assessment Information

Unit Code & Title:	CHCDIV001 Work with diverse people
Unit Descriptor:	This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.
Application of the Unit:	This unit applies to all workers
Elements:	<p>To demonstrate your competency in this unit you will need to provide evidence of your ability to:</p> <ul style="list-style-type: none"> • Reflect on own perspectives • Appreciate diversity and inclusiveness and their benefits • Communicate with people from diverse backgrounds and situations • Promote understanding across diverse groups
Performance Knowledge:	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:</p> <ul style="list-style-type: none"> • Undertaken a structured process to reflect on own perspectives on diversity • Recognised and respected the needs of people from diverse social and cultural backgrounds in at least 3 different situations: <ul style="list-style-type: none"> - Selected and used appropriate verbal and nonverbal communication - Recognised situations where misunderstandings may arise from diversity and formed appropriate responses
Knowledge Evidence:	<p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> • Concepts of cultural awareness, cultural safety and cultural competence and how these impact different work roles • Concepts and definitions of diversity • Own culture and the community attitudes, language, policies and structures of that culture and how they impact on different people and groups • Features of diversity in Australia and how this impacts different areas of work and life: <ul style="list-style-type: none"> - Political - Social - Economic - Cultural • Legal and ethical considerations (international, national, state/territory, local) for working with diversity, how these impact individual workers, and the consequences of breaches: • Discrimination: <ul style="list-style-type: none"> - Age - Disability - Racial - Sex

	<ul style="list-style-type: none"> • Human rights: <ul style="list-style-type: none"> - Universal declaration of human rights - Relationship between human needs and human rights - Frameworks, approaches and instruments used in the workplace • Rights and responsibilities of workers, employers and clients, including appropriate action when rights are being infringed or responsibilities not being carried out • Key areas of diversity and their characteristics, including: <ul style="list-style-type: none"> - Culture, race, ethnicity - Disability - Religious or spiritual beliefs - Gender, including transgender - Intersex - Generational - Sexual orientation/sexual identity - lesbian, gay, bisexual, heterosexual • Key aspects, and the diversity, of Australia’s Aboriginal and/or Torres Strait Islander cultures, including: <ul style="list-style-type: none"> - Social, political and economic issues affecting Aboriginal and/or Torres Strait Islander people - Own culture, western systems and structures and how these impact on Aboriginal and/or Torres Strait Islander people and their engagement with services • Potential needs of marginalised groups, including: <ul style="list-style-type: none"> - Protective factors - Physical, mental and emotional health issues/care needs - Consideration of impacts of discrimination, trauma, exclusion and negative attitudes • Resources that support individuals and organisations to embrace and respond to diversity <ul style="list-style-type: none"> - Language and cultural interpreters - Imagery • Influences and changing practices in Australia and their impact on the diverse communities that make up Australian society • Impact of diversity practices and experiences on personal behaviour, interpersonal relationships, perception and social expectations of others
<p>Assessment Conditions:</p>	<p>Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.</p>

Instructions to the student

Purpose of this assessment

This Assessment is designed to test your knowledge and skills against the criteria that is required in order for you to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people

Methods of Assessment

The assessments have been developed in consideration to assessment requirements, learning environment and the expectations by industry.

To be deemed competent in this unit of competency the following assessment requirements must be completed. You must achieve a satisfactory result for each task to be deemed competent in this unit.

Assessment Task 1 – Written Questions – Completion of Written Questions provided in this assessment kit is required to be completed. Assessment Task 1 may be completed within allocated training time or during periods of self-study.

Assessment Task 2 – Case Studies – The Case Study/ies provide an opportunity for you to demonstrate your knowledge and skills aligned to settings that reflect your industry. Written answers to questions relating to the different case studies is required. You are required to read the case studies and answer all the questions satisfactorily. Assessment Task 2 may be completed within allocated class time or during periods of self-study.

Assessment Task 3 – Project – This project has 3 parts;

Part one is reflective exercise where you are asked to undertake a structured process to reflect on your own perspectives of diversity. Reflect on your experiences during your practical placement/work life and think about situations where you recognised a situation where either a miscommunication situation occurred due to cultural differences or where a misunderstanding of the cultural needs of a client occurred. To complete this task, you are required to document at least one of these situations by answering the questions in the table provided.

Part two is a research exercise and requires you to demonstrate your knowledge of diversity in practice associated to;

- Human rights
- Discrimination
- Rights and responsibilities of workers, employers and clients
- Actions taken if rights are being infringed or responsibilities not being carried out

Part three is also a research activity where you are required to demonstrate your awareness of diversity and an understanding of their characteristics in the following key areas;

- Culture, race, ethnicity
- Disability
- Religious or spiritual beliefs
- Gender, including transgender
- Intersex
- Generational
- Sexual orientation/sexual identity - lesbian, gay, bisexual, heterosexual

Resources needed for assessment:

- Assessment
- Learning material
- Internet or library for research purposes

What you need to do:

- Complete the activities as described above
- Take a photo copy of your work if you would like to
- Collect all of the required evidence and provide to your trainer
- Sign the Assessment Agreement
- Submit the completed assessment kit to your assessor.

If you have any difficulties or there is anything you don't understand, talk with your Trainer/Assessor; they are here to help you. Never be too afraid to ask about anything you don't understand related to safety and do not attempt to complete tasks you are unsure about. You can raise any concerns with your trainer/assessor.

Your assessor will provide you with feedback both verbally and in writing.

Assessment outcomes

Satisfactory – Evidence provided meets the requirements of the assessment method and unit of competency.

Not Satisfactory – Evidence provided does not meet the requirements of the assessment method and unit of competency.

If you have been given a Not Satisfactory assessment outcome you will be given the chance to review with your assessor and discuss the area/s for improvement and time will be elected where you will be required to resubmit the Assessment Workbook as per the assessor's instructions. If you receive a Satisfactory outcome for the individual Assessment Mode, then this outcome will contribute to final judgement of competency for this unit.

Reasonable Adjustment

Special consideration may be applied, and reasonable adjustment given to this assessment, as required. *(See further information in student handbook – Access & Equity and RTO policies and procedures – Assessment Policy)*

Any adjustments made to standard assessment will be documented clearly in assessment kit either at the front of the booklet or in the individual competency record.

Document any adjustments to standard assessment

Reassessment

Where you are found not yet competent, the RTO will provide three further opportunities to achieve competency at no cost. If you request to be re-assessed after the 3 attempts a cost of \$200 per unit will be applied and any attempt thereafter. *(see Assessment Policy for further information).*

Assessment Agreement

An assessment agreement is required to ensure that all students are aware of the process and purpose of an assessment and the requirements that achieve competence in this unit.

Student Full Name:	
Unit Code and Title:	CHCDIV001 – Work with diverse people
Qualification:	

Please tick as appropriate	Yes	No	Comment
The purpose of the assessment has been clearly explained			
Assessment methods and outcomes required have been clearly explained and I understand what is required of me to achieve competency in this unit			
I have been made aware of the Assessment and Appeals Policy			
I have discussed any special needs to be considered during assessment with my assessor			
I understand I have three attempts to complete each task satisfactorily. After three attempts, \$200 per unit will be charged to reassess the unit of competency. If after the fourth attempt I am deemed 'Not Yet Competent', I will be required to do further training before reattempting this unit.			
I give permission for the RTO to use my assignment for assessment moderation / validation purposes.			

I declare that I understand how assessment will take place for this unit.
I also understand that work completed towards this assessment must be verifiably my own.

Student's Name: _____

Student's Signature: _____ **Date:** ____ / ____ / _____

Assessor's Name: _____

Assessor's Signature: _____ **Date:** ____ / ____ / _____

Assessment Task 1 - Written Questions

Assessment description

This assessment task requires you to provide answers to the listed written questions.

1. Referring to Classroom Activity 2, in your Classroom Activity & Formative Assessment Booklet, provide a brief summary of what you learnt about your own social and cultural perspective and/or biases.

Assessor Use Only: Satisfactory response provided

YES NO

2. Name five (5) ways to improve your own self and social awareness.

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided

YES NO

3. In a paragraph, discuss how your own cultural and social perspectives and biases will impact your work with people with support needs. Use examples.

Assessor Use Only: Satisfactory response provided

YES NO

- 3b. How can your own culture, community attitudes, language, policies and structures of the culture impact different people and groups?

Assessor Use Only: Satisfactory response provided

YES NO

4. How can using reflection assist you at work?

Assessor Use Only: Satisfactory response provided

YES **NO**

4b. List five (5) ways you can support diversity in the workplace throughout your role.

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided

YES **NO**

5. What are the benefits of diversity in the workplace?

Assessor Use Only: Satisfactory response provided

YES **NO**

5b) List four (4) ways you can demonstrate that you value and respect diversity and inclusiveness in your work.

1.

2.

3.

4.

Assessor Use Only: Satisfactory response provided

YES **NO**

5c) Name three (3) ways to promote cultural awareness at work.

1.

2.

3.

Assessor Use Only: Satisfactory response provided

YES **NO**

6. List five (5) ways you can contribute to the development of professional relationships.

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided

YES **NO**

7. What is Williams definition of cultural safety? (Williams, Robyn 2008).

Assessor Use Only: Satisfactory response provided YES NO

7b) Name three (3) strategies that would enhance the ability to be culturally safe.

1.

2.

3.

Assessor Use Only: Satisfactory response provided YES NO

8. Describe (7) ways to communicate effectively with people from diverse groups.

1.

2.

3.

4.

5.

6.

7.

Assessor Use Only: Satisfactory response provided YES NO

8b. List five (5) elements that will help you have successful face to face communication with people from diverse groups.

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided YES NO

8c) Where can you obtain interpreter services for a multi-cultural person/s, that you are most likely to provide services for? What are the costs?

Assessor Use Only: Satisfactory response provided

YES **NO**

**9. What actions can you do throughout communication, that would foster and establish trust?
List five (5) points.**

1.

2.

3.

4.

5.

Assessor Use Only: Satisfactory response provided

YES **NO**

10. What strategies would you use to support communication where a language barrier exists?

Assessor Use Only: Satisfactory response provided

YES **NO**

10b. Give three (3) examples of cross-cultural misunderstandings that might affect your work and workplace. How could these impact social and cultural diversity?

1.

2.

3.

Assessor Use Only: Satisfactory response provided

YES **NO**

10c. What actions could you take to resolve differences whilst considering diversity?

Assessor Use Only: Satisfactory response provided

YES NO

11. Describe the following terms.

Diversity

Cultural Awareness

Cultural competence

Assessor Use Only: Satisfactory response provided

YES NO

12. How does the following features of diversity in Australia, impact on areas of work and life?

Politics

Social settings

Economics

Culture

Assessor Use Only: Satisfactory response provided

YES **NO**

12b. What are the changing practices in Australia and how does this impact on the diverse communities that make up Australian society?

Assessor Use Only: Satisfactory response provided

YES **NO**

13. Describe the legal and ethical considerations for working with diversity. What would be the consequences of a breach?

Assessor Use Only: Satisfactory response provided

YES **NO**

14. Describe the key aspects and the diversity of Australia's Aboriginal and Torres Strait Islander culture. Include; What social, political and economic issues are they affected by and how their own culture, western systems and structure impacts them.

Assessor Use Only: Satisfactory response provided

YES NO

15. Describe Australia's marginalised groups and what might their potential needs be.

Assessor Use Only: Satisfactory response provided

YES NO

Written Questions Assessment Record

CHCDIV001

Work with diverse people

Reasonable Adjustments made			
Assessment activity Task 1 – Written Questions	Satisfactory	Not Satisfactory	Assessor Initials
Date: ___ / ___ / _____			
Assessment Guide			
Satisfactory	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is satisfied that all requirements have been met.		
Not Satisfactory	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is not satisfied that all requirements have been met.		
Re- Assessment			
___ / ___ / _____			
___ / ___ / _____			
___ / ___ / _____			
___ / ___ / _____			

Competency Record

Unit Code & Title:	CHCDIV001 – Work with diverse people
Student Name:	
Assessment Strategies:	Satisfactory Unsatisfactory
	Assessment Task 1 - Written Questions
Student Feedback:	
Assessment Result:	<p style="text-align: center;">The participant is COMPETENT</p> <p style="text-align: center;">The participant is NOT YET COMPETENT</p>
Assessor Declaration:	<p>Evidence of Competency is:</p> <p style="text-align: center;">Valid Authentic Sufficient Current</p> <p style="text-align: center;">All the above assessment modes have been met</p> <p style="text-align: center;">The assessment has been modified due to Reasonable Adjustment (see below)</p> <p style="text-align: center;">Gaps in performance were identified and reassessment completed (as per record of results)</p> <p style="text-align: center;">Feedback given to student: Written (above) Email (attached)</p>
Assessor's Name:	
Assessor's Signature:	Date: ____ / ____ / _____