



<b>ASSESSMENT TWO</b>	<b>CLUSTER FIVE – WORK WITH OTHERS</b>
<b>Candidate name:</b>	
<b>Units of competency:</b>	CHCRF301D Work effectively with families to care for the child CHCORG303A Participate effectively in the work environment HLTHIR403B Work effectively with culturally diverse clients and co-workers

**Questions:**

1. What are some of the underlying principles of the service/centre's philosophy?  
*This question assesses CHCORG303A EI 1.1, 1.4, 1.9, EI 2.2, EI 3.1, 3.3, CHCRF301D EI 1.1, EI 2.2*

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2. What is the management structure of your service? List the management roles and who fills these positions.  
*This question assesses CHCORG303A EI 1.1, 1.2, 1.4, 1.5, 1.6, EI 2.1, 2.2, EI 3.1, 3.5*

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3. How do you contribute to the policies and procedures of your service?  
*This question assesses CHCORG303A EI 3.6, EI 4 (all)*

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How can you contact your manager?  
*This question assesses CHCORG303A EI 4.1, 4.2*

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9. How do you share work related information with other staff?

*This question assesses CHCORG303A EI 1.1, 1.2, EI 2.3, EI 3.1, 3.6, EI 4 (all)*

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10. What are your duties while you are at work? What are your main areas of responsibility?

*This question assesses CHCORG303A EI 1 (all), EI 2 (all), EI 3 (all), CHCRF301D EI 1 (all), EI 2 (all), EI 3 (all), EI 5 (all)*

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11. How do you know what to do each day and how to complete the tasks you are assigned?

*This question assesses CHCORG303A EI 1 (all)*

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12. What resources do you need to carry out your duties? Who do you notify when resources are low? What do you do if they run out?

*This question assesses CHCORG303A EI 1.7, 1.8, EI 2.3, 2.4*

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13. What are the key issues that support the work team functioning at its best?

*This question assesses CHCORG303A EI 1.1, 1.2, 1.3, 1.4, 1.5, 1.8, EI 2.3, 2.4, 2.5, 2.6, EI 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7*

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14. What do you do if a conflict arises between you and another staff member?

*This question assesses CHCORG303A EI 3 (all)*

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1. "Australia is a culturally diverse society" – what does this statement mean to you?  
*This question assesses HLTHIR403B EI 1.1, 1.2, EI 2 (all), EI 3 (all), CHCRF301D EI 2.3, EI 3.3, CHCORG303A EI 3.2, 3.3*

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2. How do equal employment opportunities, sex, race, disability anti-discrimination and similar legislation impact on work and social practices?  
*This question assesses CHCORG303A EI 1.4, EI 3.2, EI 3.3, HLTHIR403B EI 1 (all), EI 2 (all), EI 4 (all)*

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3. What is the difference between a translator and an interpreter?  
*This question assesses HLTHIR403B EI 3 (all), CHCRF301D EI 2.3, EI 3.3*

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4. If a colleague disclosed to you that they believed a client was not 'normal' because of their cultural beliefs, how would you respond?  
*This question assesses HLTHIR403B EI 1.1, 1.2, EI 2 (all), EI 3.1, EI 4.1, CHCORG303A EI 1.3, EI 3 (all), CHCRF301D EI 3.3*

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The candidate's performance was:

Satisfactory

Not satisfactory

Feedback to candidate / Action required:

Assessor: .....

Signature: ..... Date: .....

Candidate Signature: ..... Date: .....