

ASSESSMENT THREE	CLUSTER FIVE - WORK WITH OTHERS	
Candidate name:		
Units of competency:	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
<p>Assessment task # 3.1</p> <p>Samantha is working as an assistant in the preschool room. Her duties revolve around health and safety issues including supervising the children. Samantha has started taking simple observations but does not program or interpret the observations for developmental information. A parent has stopped Samantha at the end of the day and is asking about her son Thomas' language skills. She wants to know if Samantha thinks Thomas is speaking well for his age.</p> <ul style="list-style-type: none"> • What should Samantha do? Should she answer the question? • Who could she refer Thomas' mother to? • How does Samantha do this in a way that supports the other team members in the room and does not let Thomas' mother think no one has the answer to her question? <p><i>This task assesses HLTHIR403B EI 3.2, CHCRF301D EI 1.3, EI 2.1, 2.2, 2.4, EI 3.1, 3.2, EI 5.3, 5.4, CHCORG303A EI 1.1, 1.2, 1.3, 1.4, 1.6, EI 2.4, 2.7, EI 3.1, 3.4, 3.5, 3.6</i></p> <p>Assessment Task # 3.2</p> <p>Lisa's room leader has told her that next week she will be meeting with Lisa to discuss how she is going at the Centre. Lisa is the assistant in her room and is half way through her Certificate III studies. Lisa wants to give honest feedback to the room leader and sees this as an opportunity to get feedback as well as support for the areas she is still learning to master.</p> <ul style="list-style-type: none"> • What could Lisa do to prepare for the meeting? • What sorts of things could she discuss at the meeting? • What should she get feedback on? • Was it a good idea to know about the meeting in advance? Why or Why not? <p><i>This task assesses CHCORG303A EI 1.1, 1.2, 1.3, 1.4, 1.5, EI 2.1, 2.2, 2.4, 2.5, 2.6, 2.7, EI 3.6, EI4.2, 4.3, 4.4</i></p> <p>Assessment Task # 3.3</p> <p>A new staff member (Raita) joined the team in Ryan's room three months ago. Raita seems nice but she speaks little English and seems very uncomfortable working with Ryan and hardly ever speaks to him. When Ryan approaches Raita, she drops her head and responds in whispers.</p>		

- What can Ryan do?
- Who should he speak to about the problem?
- What support can he get?
- How can he and Raita sort out the problem so they can work more effectively together as a team?

This task assesses CHCORG303A EI 1.3, EI 2.3, 2.4, 2.7, EI 3 (all), EI 4.2., 4.3, HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all)

Assessment Task # 3.4

Think back to your childhood. What cross cultural experiences did you have and how does this impact on the way you interact with people from cultures other than your own today?

This task assesses CHCORG303A EI 3.3, 3.4, CHCRF301D EI 2.3, EI 3.3, HLTHIR403B EI 1.1, 1.2, EI 2.1, 2.3, EI 3.1, 3.2, 3.3

Assessment Task # 3.5

How would you describe work practices that are culturally appropriate?

This task assesses CHCORG303A EI 1.1, 1.2, 1.4, 1.6, EI 3.1, 3.2, 3.3, 3.4, 3.5, CHCRF301D EI 1.3, 1.4, EI 2.3, 2.4, EI 3.1, 3.2, 3.3, EI 4 (all) EI 5 (all), HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all)

Assessment Task # 3.6

You have recently been joined by a new colleague. He is from a different cultural and linguistic background, and you are aware that in his country of origin he held quite a senior position in education. There are tensions between him and the rest of the team. You do not understand why he treats you and your female colleagues in a certain way. He appears not to understand how your workplace functions.

What personal and organisational strategies can you use to help create better mutual understandings and working relationships?

This task assesses CHCORG303A EI 1.1, 1.2, 1.3, 1.4, 1.6, EI 2.4, 2.7, EI 3 (all), EI 4.2, 4.4, HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all)

Assessment Task # 3.7

You are required to work fairly closely with a colleague who is from a culturally diverse background, and you just cannot seem to get along with. They have recently arrived from interstate, and continually tell you that the way that you perform your work is not up to the standard that they are used to. You have tried to explain the differences in the actual tasks, and that you are performing your work role to the organisation's standards. There seem to be differences at all levels - personal, attitudinal and practical in terms of work. You feel that the situation is now seriously threatening to affect your work.

What can you do to resolve this situation?

This task assesses CHCORG303A EI 1.1, 1.2, 1.3, 1.4, 1.6, EI 2.4, 2.7, EI 3 (all), EI 4.2, 4.4, HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all)

Assessment Task # 3.8

A colleague John has returned to work after recovering from a serious accident. John is now using a wheelchair and needs regular breaks. His work hours are reduced.

- Describe the physical support needs that may be needed in the workplace to assist John
- Describe how John could be made to feel included, welcome and equal in your workplace.

This task assesses CHCORG303A EI 1.3, 1.4, 1.7, 1.8, 1.9, EI 2.2, 2.3, 2.4, 2.7, EI 3.1, 3.2, 3.4, 3.5, 3.6, EI 4.1

Assessment Task # 3.9

Abbag has arrived at your service/centre. Abbag is 6 years old and her mother Alissa is from the Sudan. The family are being sponsored by the local church group and one of the church members, Shirley have come to help with the enrolment. Alissa speaks little English and will be attending English classes at the local TAFE while Abbag attending the service/centre.

- What information do you need at this enrolment meeting?
- How will you communicate with Alissa when she visits daily as Shirley will not be with her?
- What support can you access for the staff?
- What support can you access for Alissa?

This task assesses CHCORG303A EI 1.1, 1.2, 1.3, 1.4, CHCRF301D EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all), EI 5 (all), HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all)

Assessment Task # 3.10

Karlie has arrived to pick up her two children from the centre. You are aware that Karlie is a single mother and she has just moved into a unit on her own with her two children. The only other person she knows in town is her brother and the children were very unhappy when they lived there. The children are always dressed well and bring healthy lunches. You believe the children are obviously loved and cared for. Karlie does not drive and lives too far away to walk to and from the centre. Karlie asks to speak to you privately and wants to borrow \$10 to pay for her taxi to get the children home. She has miscalculated her budget this week and is short.

- What will you do?
- How can you support this family in the short and long term?
- What support programs are available for Karlie?

This task assesses CHCORG303A EI 1.1, 1.2, 1.3, CHCRF301D EI 1.3, EI 2.1, 2.4, EI 3 (all)

Assessment Task # 3.11

Bhijan is eight years old and has just arrived at your place of work. Three weeks ago Bhijan and his family have been given asylum in Australia and his mum has just got a part time job. Bhijan is a happy child, a little shy and very wary of strangers. He is slowly settling into centre and has formed a strong bond with you.

- What information would be helpful in supporting and working with Bhijan?
- How could you support Bhijan?
- What resources are available to your organisation to support Bhijan's needs?

This task assesses CHCORG303A EI 1.7, EI 2.4, EI 3.6, CHCRF301D EI 1 (all), EI 2 (all), EI 3 (all), EI 4 (all), EI 5 (all), HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all)

Assessment Task # 3.12

Brad and David are new parents at your service. Their son Kyle is settling well and is happy and content in the environment. A small number of the parents are a bit uncomfortable with two dads and seem to ignore them when they are at the service. The same parents are a little wary of Kyle as well. The staff are concerned that these inappropriate attitudes will grow if they do not act to dispel this discrimination.

- What can the staff do?
- What strategies could they implement to eliminate the anti bias behaviour?
- How can the staff at the centre support Brad and David as well as the other parents at the centre?

This task assesses CHCORG303A EI 1.3, EI 3.1, 3.3, 3.4, 3.5, EI 4.2, CHCRF301D EI 1.1, 1.2, EI 2.1, 2.2, 2.3, EI 3.3,

Assessment Task # 3.13

Tobias has recently enrolled in your school. He is four years old and his parents are both professionals. Mandarin is the language spoken at home. You are aware that Tobias seems to be very tired towards the end of the week and lacks focus. You ask to speak with Tobias' parents who arrive with limited English language. After discussing how Tobias is progressing you observe the parents talking to Tobias in Mandarin. You attempt to speak with them in English and recognise that some of your comments may not be interpreted as you intend them. Finally after 30 minutes Tobias tells you that he attends another service 5 days a week after he finishes at your centre. You ask him what time he gets home and he states that he finishes his other school at 7.00pm and goes to his grandmother's home. He says that his parents pick him up at 9.00pm each night.

- What are some of the issues you need to think about?
- How can you support Tobias at the centre?
- How can you discuss and educate the parents with respect to their cultural differences about adequate sleep and how this may be affecting Tobias?
 - How will you approach the issue of Tobias attending another service (which you realise is a school)

This task assesses CHCRF301D EI 2 (all), EI 3 (all), EI 4 (all), HLTHIR403B EI 1 (all), EI 2 (all), EI 3 (all)

Evidence for assessment was:

Satisfactory

Not satisfactory

Assessor:

Signature: Date:

Candidate Signature: Date: