

Assessment Template

Assessment 1 - Questioning – Communication Questions			
UNIT/S OF COMPETENCY – Code	CHCCOM003	Title	Develop Workplace Communication Strategies
Student Name		Student Number	
Student Signature		Assessment Date	
Assessment Location		Assessment Time/ Duration	
Q1: Explain how the following factors can influence communication strategies: a) Political b) Economic c) Social d) Technological		MR	FER
Q2: Who are your competitors in the Community Services sector?		MR	FER
Q3. Explain how business plans and strategic plans influence communication strategies both internally and externally?		MR	FER
Q4. Provide an example of how each of the following legal & ethical considerations relate to communication strategies: a) privacy, confidentiality and disclosure b) discrimination c) duty of care d) mandatory reporting e) informed consent		MR	FER
Q5: Provide two (2) examples of special communication needs that may exist for community services workers within an organisation.		MR	FER

Q6: a) Summarise five (5) communication strategies that follow organisational communication channels and protocols, including considerations for crisis communication planning. b) Summarise professional conduct for communication. c) Summarise three (3) barriers with communication,		MR	FER
Q7: Provide three (3) examples of traditional media that is widely used in the Community Services sector and explain why it is most appropriate.		MR	FER
Q8: Explain how organisation processes and hierarchy influences the implementation of communication strategies.		MR	FER
Q9: Provide an example of how mentoring and coaching can be used to enhance communication strategies across an organisation.		MR	FER
Assessor Feedback			
Assessor note: Please ensure all above criteria have been met to a satisfactory standard. Where not, additional evidence must be obtained and recorded to meet assessment criteria. All additional evidence must be clearly documented.			
Assessor Name			
Assessor Signature		Date	
Assessment Task Result (Please tick appropriate Assessment Result)		MR <input type="checkbox"/>	FER <input type="checkbox"/>
Marking Scheme	Competency based <input checked="" type="checkbox"/>		

