|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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**  **FER** | | | | |
| **Marking Scheme** | **Competency based** | | | | | | | | | |