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## PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

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Package / Course Title: Certificate III in Disability Work - CHC30302

Communicate appropriately with clients and colleagues - CHCCOM2B.

(Core Unit)

Target groups Workers in this occupational group work in the community and/or residential facilities under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

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### TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Discussion of roles and responsibilities	Develop skills in effective communication techniques that reflect an understanding and respect for individual differences and needs, communication that is clear and relevant and use of touch and other non-verbal means of communication as appropriate. Ability to seek and implement advice about communication difficulties with clients or colleagues from supervisor/appropriate person.	Access to learner resource manual
Project work	Develop skills in following routine instructions within agreed time frames, seeking clarification in understanding when required and reporting difficulties in carrying out instructions to supervisor or appropriate person.	Appropriate project assignments
Role-play	Develop ability to complete reports to the standard expected in the workplace, within identified time frames and in a clear and accurate manner.	Appropriate scenarios and report formats for activities
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered.	Access to appropriate workplace or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

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### **ASSESSMENT**

<b>Strategies</b>	<b>Performance Indicators</b>	<b>Resources</b>
Oral	Demonstrate ability to exercise effective communication techniques reflecting an understanding and respect for individual differences and needs over the range of communication methods used in the workplace and including communication with both clients and colleagues.	
Practical exercise	Demonstrate ability to follow routine instructions within agreed time frames, seeking clarification in understanding and referring difficulties to supervisor or appropriate person.	
Project work	Demonstrate ability to complete reports as required within identified time frames, to the standard expected and in a clear and accurate manner.	Appropriate project assignments
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	Observation of all of the above.	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting.

List any special requirements / issues / amendments for any particular target group.