



Victorian Certificate of Education 2002

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

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VCE VET COMMUNITY SERVICES

Written examination

Friday 1 November 2002

Reading time: 3.00 pm to 3.15 pm (15 minutes)

Writing time: 3.15 pm to 4.45 pm (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	6	6	19
B	12	12	52
<i>Section</i>	<i>Number of electives</i>	<i>Number of electives to be answered</i>	
C	3	2	24
			Total 95

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.
- No calculator is allowed in this examination.

Materials supplied

- Question and answer book of 13 pages.

Instructions

- Write your **student number** in the space provided above on this page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other electronic communication devices into the examination room.

SECTION A – Short answer (Core competencies only)

Instructions for Section A
Answer **all** questions in the spaces provided.

Question 1

a. What does empowerment mean in the community services sector?

2 marks

b. Why is empowerment an important concept in community services?

4 marks

Question 2

Community development is a way of working which is widely used in the community services sector. List three characteristics of a community development approach.

3 marks

Question 3

a. What is case work?

3 marks

b. In the context of community services case work, explain the difference between empathy and sympathy.

2 marks

Question 4

In the community services sector, what phrase describes a worker’s responsibility to do no harm and always to act professionally?

1 mark

Question 5

What is the purpose of the Victorian Occupational Health and Safety Act?

2 marks

Question 6

Client is a generic term used in the community services sector. List two other terms which are used instead of client in community services.

1.

2.

2 marks

Total 19 marks

SECTION B – Scenario**Instructions for Section B**

Read the scenario and then answer **all** questions in the spaces provided.

You have just taken a part-time job with a government-funded tenant support group on a housing estate. There are two other workers. One is the manager, the other is a part-time administrative assistant.

You have been employed to undertake a specific community development project. The project is to help the community in the possible redevelopment of a disused kindergarten as a multi-purpose community centre. There is already a campaign by some people to change it into a youth centre.

Within the housing estate, there are a considerable number of teenagers, families where children have left home and a significant ageing population.

Submissions for funding are due in three months.

For you, the principles of social justice and empowerment are important.

Question 1

How would you know if social justice and empowerment are important to the organisation you have just joined?

3 marks

Question 2

Occupational health and safety is an important policy relating to your work. Name three of the occupational health and safety risks you may face in this job.

1. _____
2. _____
3. _____

3 marks

Question 3

In addition to occupational health and safety, various policies and procedures will be important to you for a safe, supportive and productive workplace. Name three.

1. _____
2. _____
3. _____

3 marks

Question 4

You are required to develop a work plan for the three months leading up to the funding submission. Give one reason why you need to have a strategic approach to your work.

2 marks

Question 5

One purpose of a timesheet is to make sure that you are paid correctly each pay period. List two other purposes in filling out the timesheet.

2 marks

Question 6

Listed below are some strategies for finding out people's ideas about using the community centre. List **one** strength and **one** weakness of each strategy.

1. An open public meeting

Strength _____

Weakness _____

2 marks

2. Meetings of special interest groups

Strength _____

Weakness _____

2 marks

3. Surveys

Strength _____

Weakness _____

2 marks

4. Talking with co-workers

Strength _____

Weakness _____

2 marks

5. Talking to community leaders

Strength _____

Weakness _____

2 marks

Question 7

A community centre can be used for many purposes (for example, social, recreational, welfare, educational, cultural). Decisions about the use or uses will depend on understanding the nature of the community and its needs. Name six types of information you would need to create a profile of the community.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

6 marks

Question 8

You will be gathering and storing information about people and groups in the community. What primary legislation should you be aware of?

1 mark

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The manager of the tenant support group has rung to say he is unwell and will not be coming into the office. However, one of his clients is due for an appointment and it is too late to cancel it. You are asked to see this person and ask them to sign a form which must be mailed today. The form is in the front of the relevant file which is in the manager's filing cabinet. The file is marked 'confidential' and contains extensive information about the client, her family and their difficult situation. This person has been a key person in your community consultations and wishes to be a member of your reference group.

Question 9

What are the legal and ethical considerations for you in accessing this person's file?

2 marks

Question 10

How much of this file are you entitled to read?

1 mark

Question 11

After the form has been signed, what are four appropriate steps for you to take before you continue your own work?

1.

2.

3.

4.

4 marks

Although a funding submission is required at the end of the project, the management committee of the tenant group requires a progress report from you at the half-way point.

Question 12

- a. What is the purpose of the progress report?

5 marks

- b. List the headings you would use in your progress report and explain why these headings would be effective.

10 marks

Total 52 marks

SECTION C – Electives**Instructions for Section C**

Section C consists of three electives. Answer **two** electives **only**. Answer **all** questions in both electives chosen. You may need to refer to the scenario at the start of Section B.

Elective 1 – Support group activities (CHCGROUP2A)

Soon after you start your position with the tenant support group, people who support the idea of a youth centre ask you to call a public meeting to test their proposal. People who have other views see this as an attempt to force an early decision. You agree to arrange an open formal meeting.

Question 1

- a. What are four advantages of a *formal* meeting format for this occasion?

4 marks

- b. Identify three options for the decision-making process during the meeting.

3 marks

You are hoping that the meeting will decide without too much conflict that the centre will be more than a youth centre. If this is the decision, some people will be upset. However, you have some strategies and skills to deal with conflict if and when it arises.

- c. List five skills and/or strategies you would use to help people work through any conflicting ideas and personality clashes.

5 marks

Total 12 marks

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Elective 2 – Participate in policy development (CHCP&R1A)

Shortly after starting your project with the tenant support group, you are required to access some files marked ‘confidential’. You are unaware of any policy relating to the handling of confidential files and you find out there are no policies.

Question 2

a. Why does an organisation need policies?

2 marks

b. Referring to the scenario at the start of Section B, who has a role in developing the policy on handling confidential files and why?

4 marks

c. Identify the steps in developing a new policy on handling confidential files.

3 marks

d. List three reasons why policies may need to be updated from time to time.

1.

2.

3.

3 marks

Total 12 marks

Elective 3 – Advocate for clients (CHCAD1A)

In your consultations, you find a number of groups have good ideas but lack confidence or do not have a good command of the English language. Because of these factors, they are unlikely to contribute their ideas in any discussion about the community centre, without advocacy.

Question 3

- a. Identify **two** reasons why this exclusion from the decision-making process would be a cause of concern for you. Explain your answers.

4 marks

- b. You have decided that you want to provide clear information to these people and to get their input. What two resources can you draw on to achieve this?

2 marks

- c. One option is to arrange for other people to speak or advocate on their behalf. Under what circumstances would this be appropriate?

2 marks

- d. Where individuals and groups lack confidence, how do you help them advocate for themselves?

4 marks

Total 12 marks