



VCE VET Community Services

Written examination – End of year

Examination specifications

Overall conditions

The examination will be sat at a time and date to be set annually by the Victorian Curriculum and Assessment Authority (VCAA). VCAA examination rules will apply. Details of these rules are published annually in the *VCE and VCAL Administrative Handbook*.

There will be 15 minutes reading time and 1 hour and 30 minutes writing time.

The examination will be marked by a panel appointed by the VCAA.

The examination will contribute 34 per cent to the study score.

Content

The VCE VET Community Services examination will be based on the following compulsory units of competency from Units 3 and 4.

• CHCRH401C Work effectively in the leisure and health industry	Release 1	50 hours
• CHCCS421B Undertake community sector work within own community	Release 1	80 hours
• CHCAD401D Advocate for clients	Release 1	20 hours
• CHCCW301C Operate under a casework framework	Release 1	20 hours

The weighting of marks on the examination will approximately reflect the proportion of nominal delivery hours of each unit of competency that is examinable for this program. The electives will not be examined.

The examination will focus on the essential knowledge and an understanding of the essential skills as outlined in the elements and performance criteria of the relevant units of competency.

Format

The examination will be in the form of a question and answer book.

The examination will consist of three sections.

Section A will consist of 15 multiple-choice questions worth 1 mark each and will be worth a total of 15 marks.

Section B will consist of a number of questions worth a total of 50–60 marks. This section will consist of short- and extended-response questions.

Section C will consist of a number of questions related to one or two scenarios and will be worth a total of 25–35 marks.

All questions will be compulsory. The total marks for the examination will be 100.

Answers to Section A are to be recorded on the answer sheet provided for multiple-choice questions.

Answers to Section B and Section C are to be recorded in the spaces provided in the question and answer book.

Relevant references

The following publications should be referred to in relation to the VCE VET Community Services examination.

- *VCE VET Community Services Program Booklet* (published December 2009) and replacement pages 4 and 5 in *Program Summary: Revised Program Structure for VCE VET Community Services* (published December 2013)
- *VCE VET Assessment Guide* (published February 2010)
- *VCAA Bulletin VCE, VCAL and VET*

Previous Examination Reports on the written examination may also contain helpful advice.

Advice

The following sample questions provide an indication of the types of questions that teachers and students can expect.

Answers to multiple-choice questions are provided on page 10.

Answers to other questions are not provided.

Sample questions

SECTION A – Multiple-choice questions

Question 1

What is a policy?

- A. data collection and research
- B. a series of steps to achieve a goal
- C. a value statement written by an organisation
- D. an action statement adopted by an organisation

Question 2

What is mediation?

- A. a process of dispute resolution
- B. a meeting with a client's relative
- C. an agreement with another person
- D. a discussion about a personal problem

Question 3

The primary role of an advocate is to

- A. offer a resolution to the client and their family.
- B. provide the client with information about the issue.
- C. share client information with other members of their family.
- D. identify the client's rights and represent their individual needs.

Question 4

A code of ethics is a document

- A. establishing guidelines for professional behaviours and practices.
- B. assisting practitioners to solve problems in their organisation.
- C. giving professional practitioners power in their field.
- D. challenging unjust policies and practices in society.

Question 5

Community services organisations are regulated by

- A. quality of care principles.
- B. aged-care standards.
- C. Acts of parliament.
- D. individual rights.

Question 6

Duty of care requires community services workers to

- A. do everything they can to care for the client and their family.
- B. take every reasonable care to ensure the safety of the client.
- C. make time every day to sit and talk with the client.
- D. make sure the client and their family are happy.

Question 7

A caseworker works through a series of steps with a client and their case.

The most appropriate order of the following steps would be

- A. engagement, assessment, intervention, termination.
- B. assessment, intervention, termination, engagement.
- C. intervention, engagement, assessment, termination.
- D. assessment, intervention, engagement, termination.

Question 8

Community services organisations have policies and procedures to guide their employees and clients.

Which one of the following is an example of a policy?

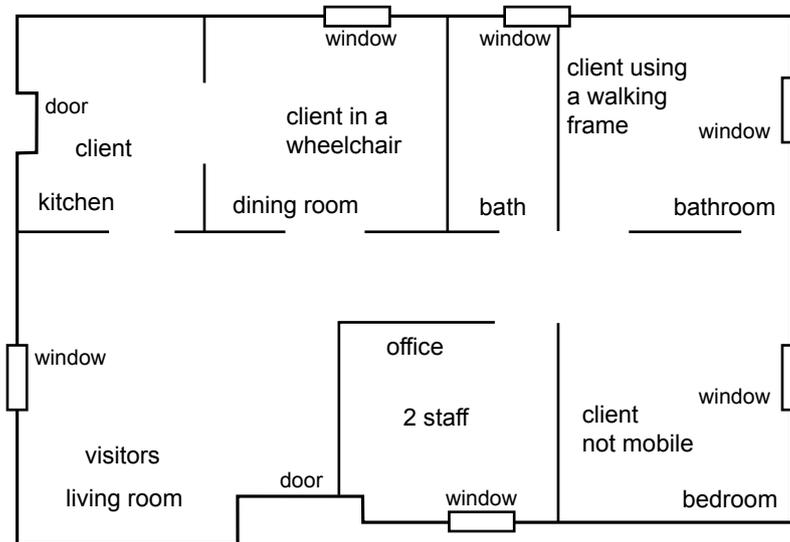
- A. evacuation plan
- B. manual handling
- C. dishwasher instructions
- D. photocopier maintenance and use

SECTION B – Written responses

Question 1 (8 marks)

A fire starts in a care facility kitchen, the fire alarm sounds and emergency services are on the way. Two staff are on shift. There are also four clients and visitors onsite. One of the clients is not mobile, one is in a wheelchair and one is using a walking frame.

Plan of the ground floor of the centre, staff and clients' locations



- On the plan, mark **one** way of evacuating each of the mobile and non-mobile clients from the facility. 2 marks
- Outline the procedures that should be followed to evacuate all people in an orderly manner from the facility. 6 marks

Question 2 (4 marks)

a. Define each of the following terms.

2 marks

privacy _____

confidentiality _____

b. Explain the difference between privacy and confidentiality.

2 marks

Question 3 (3 marks)

Workers in the leisure and health industry need to be aware of occupational health and safety risks.

List three examples of safety hazards in a leisure and health workplace.

1. _____

2. _____

3. _____

Question 4 (4 marks)

List four effective communication skills that are essential for an advocate.

1. _____

2. _____

3. _____

4. _____

Question 5 (3 marks)

Propose three strategies that workers could use to promote an inclusive workplace.

1. _____
2. _____
3. _____

Question 6 (3 marks)

Discuss **three** ways in which a worker can assist a client through advocacy.

SECTION C – Case study

In a small Victorian rural community, the Office of Housing – Department of Human Services and the Department of Immigration have relocated a community of refugees into some available accommodation. There are eight families in the group (six adults and 10 children) and the houses are located in close proximity to each other. In your role as an assistant community services worker, you have been asked to assist the group to access education for the children and young people.

Question 1 (6 marks)

Discuss issues and considerations that are essential to assist families in meeting their immediate educational needs.

Question 2 (5 marks)

Name **five** types of general information that are required by the staff of a local community centre to create a profile for this specific community.

Question 3 (3 marks)

In the community services area, there are many non-government agencies, such as the Brotherhood of St Laurence, The Smith Family and The Salvation Army, which provide services to refugee communities.

List three services that they provide.

- 1. _____
- 2. _____
- 3. _____

Question 4 (6 marks)

a. Identify three factors that may prevent refugee women from participating in the workforce. 3 marks

- 1. _____
- 2. _____
- 3. _____

b. Explain why **one** of these factors creates difficulties for these women. 3 marks

Answers to multiple-choice questions

Question	Answer
1	D
2	A
3	D
4	A
5	C
6	B
7	A
8	B