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| Student Name |  | Student Number |  |
| Unit Code/s & Name/s | CHCCOM005 Communicate and work in health or community servicesCHCCOM001 Provide First Point of ContactCHCDIV001 Work with diverse people |
| Assessment Type | [ ]  Case Study [ ]  Assignment [ ]  Project [x]  Other (*Written task)* |
| Assessment Name | Project | Assessment Task No.  | AT1 |
| Assessment Due Date | 26/08/2022 | Date submitted |  |
| Assessor Name | Sharon Munn |
| **Student Declaration:** I declare that this assessment is my own work. Any ideas and comments made by other people have been acknowledged as references. I understand that if this statement is found to be false, it will be regarded as misconduct and will be subject to disciplinary action as outlined in the TAFE Queensland Student Rules. I understand that by emailing or submitting this assessment electronically, I agree to this Declaration in lieu of a written signature. |
| Student Signature |  | Date |  |
| **PRIVACY DISCLAIMER:** TAFE Queensland is collecting your personal information for assessment purposes. The information will only be accessed by authorised employees of TAFE Queensland. Some of this information may be given to the Australian Skills Quality Authority (ASQA) or its successor and/or TAFE Queensland for audit and/or reporting purposes. Your information will not be given to any other person or agency unless you have given us written permission or we are required by law. |

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| Instructions to Student | **General Instructions:**There are two research projects for you to complete in this assessment. You must complete both projects in your own words. These projects need you to show your research and understanding with clear explanations. Please include a reference list – this is to show where you got your information from and to prove you have not plagiarised.If you are using resources outside of the information provided, please include website that you accessed. For example, *The Models of Communication by MC* [*http://thecommunicationprocess.com/models-of-communication/*](http://thecommunicationprocess.com/models-of-communication/)**Assessment Criteria:**To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the following tasks and knowledge to industry standard:* Select and use appropriate verbal and nonverbal communication
* Recognise situations where misunderstandings may arise from diversity and form appropriate responses
* Reflect on your own perspectives on diversity
* Appreciate diversity and inclusiveness and their benefits
* Communicate with people from diverse backgrounds and situations.

**Number of Attempts:**You will receive up to two (2) attempts at this assessment task. Should your 1st attempt be unsatisfactory (U), your teacher will provide feedback and discuss the relevant sections / questions with you and will arrange a due date for the submission of your 2nd attempt. If your 2nd submission is unsatisfactory (U), or you fail to submit a 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task. **For more information, refer to the Student Rules.** |
| Submission details  | Insert your details on page 1 and sign the Student Declaration. Assessment to be submitted via * TAFE Queensland Learning Management System: Connect url: [*https://connect.tafeqld.edu.au/d2l/login*](https://connect.tafeqld.edu.au/d2l/login)
* Username; 10 digit student number
* For Password: Reset password go to [*https://passwordreset.tafeqld.edu.au/default.aspx*](https://passwordreset.tafeqld.edu.au/default.aspx)>
 |
| Instructions for the Assessor  | Student needs to be able to access Connect to be able to participate in assessments. The students’ need to have the appropriate skills to access connect and support given if needed.An assessment marking criteria is used for this assessment. |
| Note to Student | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

## Instructions:

You must complete both projects in your own words. These projects need you to show your research and understanding with clear explanations.

*Please include a reference list – this is to show where you got your information from and to prove you have not plagiarised. For examples of referencing* [*please check this link*](https://www.usq.edu.au/library/referencing/apa-referencing-guide)*.*

**Assessment Projects**

**Project 1: Culture**

*Note: You must select a culture whose language you cannot speak.*

1. Choose a culture you know very little about and provide information on the following aspects of the culture:

Religious beliefs

Beliefs about death and dying

Food preferences

Modesty and privacy

Family roles and responsibilities

Disability

Ageing

Politics

Any other information you believe important to gaining an understanding of the culture.

2. Provide examples of how you would include your understanding of the culture into your work practices. Include verbal and non-verbal communication.

3. Provide examples of the challenges you may experience communicating with someone from this cultural background.

4. Pick two of these challenges from question three and explain how you would manage them.

5. Explain the difference between an interpreter and a translator then provide an example of a situation where each would be helpful.

**Project 2: Research project**

1. What does cultural competence mean?
2. Explain how your work practices will be culturally competent.
3. What does cultural safety mean?
4. Explain how your work practices will be culturally safe.
5. What does cultural awareness mean?
6. Explain how your work practices will show your cultural awareness.