



Victorian Certificate of Education 2010

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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VCE VET COMMUNITY SERVICES

Written examination

Wednesday 10 November 2010

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 1.30 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	10	10	30
B	11	11	40
	<i>Number of electives</i>	<i>Number of electives to be answered</i>	<i>Number of marks</i>
C	2	1	27
			Total 97

- 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 unauthorised electronic devices into the examination room.

SECTION A – Short answer questions**Instructions for Section A**

Answer **all** questions in the spaces provided.

Question 1

List the **four** basic principles of social justice.

4 marks

Question 2

List **three** basic counselling skills.

3 marks

Question 3

Give **two** reasons why confidentiality is important in community services work.

2 marks

Question 4

Tick (✓) the correct box.

Which statement best reflects a client-centred approach to service provision?

- All clients are treated equally.
- Clients fit in with an organisation's policies and procedures.
- Caseworkers organise an individual service plan through consultation.

1 mark

Question 5

Tick (✓) the correct boxes.

Which **two** of the following items would you expect to be included in a community services mission statement?

- values
- policies
- procedures
- business plan
- goals of the organisation

2 marks

Question 6

Recognition of cultural diversity is an important part of providing community services that are supported by government legislation and an organisation's policies and procedures.

- a. Name one legislative Act relevant to cultural diversity.

1 mark

- b. Complete this policy statement.

All staff will respect the cultural diversity of service users regardless of _____,

_____, or _____.

3 marks

Question 7

What does duty of care require of workers?

2 marks

Question 8

- a. Name the legislation in Victoria overseeing OH&S in community services.

1 mark

Formal evacuation procedures are compulsory in all community services organisations.

- b. List **three** other OH&S issues, relevant to community services organisations, that require formal policies and procedures.

3 marks

Question 9

Tick (✓) the correct box.

Which one of the following is most relevant for a worker wanting to empower clients?

- public speaking skills
- case management skills
- policies and procedures
- skills in applying social justice principles

1 mark

Question 10

Youth work, community-based mental health, community development and child protection are service areas of community services.

a. Name **two** other service areas.

2 marks

b. Write a definition of community services that shows a common link across different service areas.

2 marks

c. List **three** common characteristics of youth work, community-based mental health, community development and child protection.

3 marks

Total 30 marks

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

Answer **all** questions in the spaces provided.

A number of young people have dropped out of school early and are at risk of long-term unemployment. A Pathways Program has been developed to re-engage young people with education and/or training. Young people involved in the program are assigned an individual caseworker to assist them.

Question 1

List **three** reasons why a young person might leave school early.

3 marks

Question 2

Give **three** reasons why a casework approach is appropriate for working with early school-leavers.

3 marks

Question 3

All young people involved in the Pathways Program have an initial meeting with their caseworker. What **three** things should the caseworker aim to achieve at this initial meeting?

3 marks

Question 4

Describe **two** ways in which the needs of a young person who has been out of school for less than one month may differ from a young person who has been out of school and unemployed for 12 months or more.

4 marks

SECTION B – continued
TURN OVER

Question 5

Even with ongoing issues, some young people want to return to school.

- a. What are **two** advantages to the student of returning to their former school?

2 marks

- b. Name **two** advantages to the student of going to a new school.

2 marks

Question 6

A number of young people want to return to the same school.

- a. What are **two** advantages to the school of having them together in the same class?

2 marks

- b. What are **two** disadvantages to the school of having them together in the same class?

2 marks

Question 7

List **three** contrasting pairs of characteristics that distinguish a gang from a peer group.

Gang	Peer group
Formal rules of membership	Informal rules of membership

3 marks

Question 8

How can you, as a caseworker, maximise a young person's role in decision-making?

Suggest **three** ways.

3 marks

Question 9

In your casework with young people in the Pathways Program, you become aware of a range of issues the young people face other than school performance.

a. List **two** health issues facing young people.

2 marks

b. List **two** legal issues commonly facing young people.

2 marks

c. List **two** social issues facing disengaged young people.

2 marks

Question 10

Give **two** reasons why many disengaged young people do not have leisure opportunities or activities.

2 marks

Question 11

You organise some activities aimed at young people from the Pathways Program, but very few young people attend.

- a. Give **three** reasons why this might be so.

3 marks

- b. Recommend **two** strategies you could use as a caseworker to improve attendance.

2 marks

Total 40 marks

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

Section C consists of two electives. Answer **one** elective **only**. Answer **all** questions in the elective chosen in the spaces provided.

Elective – Children’s Services Stream**Question 1**

List **two** reasons why play is important to child development.

2 marks

Question 2

a. List **three** methods a childcare worker uses to observe children.

3 marks

b. Choose one of these methods and describe **two** aspects of the information a childcare worker includes in their observation.

2 marks

Question 3

List **three** ways observations can help a childcare worker to plan a developmentally appropriate and high quality program to meet the individual needs of a child.

3 marks

Question 4

Social development is a major area of a child’s development.

a. List **three** other areas of child development.

3 marks

b. Describe **three** characteristics of social development that are typical of **one** of the following age groups.

Tick (✓) **one** box.

two year olds

seven year olds

3 marks

Question 5

Describe **three** activities that are suitable for **one** of the following age groups. Include details of any equipment, materials and setting.

Tick (✓) **one** box.

3–5 year olds

8–10 year olds

6 marks

Question 6

Snack time, lunchtime and other meal time routines form an important part of a child’s day in care.

Name one other routine that occurs during a child’s day.

1 mark

Question 7

Describe **four** aspects of the childcare worker's role during children's play.

4 marks

Total 27 marks

Elective – Community Services Stream

Question 1

List **two** reasons why people seek an advocate in community services.

2 marks

Question 2

a. List **three** roles of an advocate when helping a client.

3 marks

b. Choose one of these roles and describe **two** things this may involve.

2 marks

Question 3

Identify **three** key principles of advocacy that a worker needs to observe to appropriately advocate for clients.

3 marks

Question 4

Explain **two** ways in which advocacy empowers the client.

4 marks

Question 5

List **two** ways in which mediation differs from advocacy.

2 marks

Question 6

In developing a community development strategy, list **three** variables which should be identified before beginning the process.

3 marks

Question 7

List **two** ways in which information could be presented to a community to assist the community development process.

2 marks

Question 8

A community that ‘speaks with one voice’ is empowered.

List **three** other ways a community could be empowered by the community development process.

3 marks

Question 9

As a member of your community, list **three** roles you could have to assist the community development process.

3 marks

Total 27 marks