



# Victorian Certificate of Education 2007

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Letter

Figures									
Words									

## VCE VET COMMUNITY SERVICES Written examination

**Wednesday 14 November 2007**

**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	28
B	12	12	40
	<i>Number of electives</i>	<i>Number of electives to be answered</i>	<i>Number of marks</i>
C	2	1	27
			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 19 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**

What does the abbreviation OH&S stand for?

1 mark

**Question 2**

List two responsibilities an individual worker has in relation to OH&S in the workplace.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 3**

Duty of care is an essential requirement of community services work.

Which **two** of the following are features of duty of care?

- A. taking all reasonable measures to ensure safety of clients and others
- B. being prepared to put yourself at risk to ensure client safety
- C. doing no harm
- D. doing good when you know what to do
- E. doing anything to make the client happy

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2 marks

**Question 4**

Privacy and confidentiality are related, but different, principles of community services.

Indicate, using a P for Privacy or a C for Confidentiality, which of the following examples relate to which principle.

Example	Principle
a legal obligation	
not talking about clients outside work	
only collecting relevant personal information	
an ethical issue	

4 marks

**Question 5**

The principles of social justice are access, equity, participation and rights.

- a. Describe what equity means.

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1 mark

- b. Rights are often protected by laws, such as federal and state Privacy Acts.  
Name one other example of legislation which protects clients' rights.

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1 mark

**Question 6**

Which one of the following best describes what community services work involves?

- A. organising social functions
- B. improving people's health
- C. supporting vulnerable people
- D. managing people

1 mark

**Question 7**

Workplaces have policies and procedures. A workplace policy describes the organisational intent.

- a. What is a workplace procedure?

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1 mark

Your workplace has a policy of supporting cultural diversity.

- b. Give two examples of procedures which would relate to this policy.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

2 marks

**Question 8**

Kids Helpline is a free telephone and online counselling service specifically for young people aged 5 to 25 years.

a. Describe one reason a young person might access Kids Helpline.

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1 mark

b. Provide two reasons why young people need their **own** help line.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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2 marks

c. Why is a telephone service appropriate?

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1 mark

**Question 9**

Empowerment is a key concept in community services work.

a. Describe what empowerment means in community services.

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1 mark

b. Describe three things a caseworker can do to empower a client.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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3. \_\_\_\_\_

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3 marks

**Question 10**

Good communication with clients and colleagues is vital in community services work.

- a. When dealing with a client describe two **nonverbal** ways you could indicate interest and understanding in what the client is saying.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

2 marks

- b. On the telephone message form below, write **three** other headings you could use to gather relevant information for a workplace message.

<b>MESSAGE FROM</b>	
Name:	_____
Organisation:	_____
Phone No:	_____
	_____
	_____
	_____

3 marks

Total 28 marks

**END OF SECTION A  
TURN OVER**

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

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

Twenty years ago your local community built a multipurpose recreational centre which offers access to a range of organised sports; for example, squash, tennis, volleyball. The centre is owned by the local council, but managed by a committee of people from the local community.

Use of the centre is changing, existing programs are no longer popular across all age groups.

**Question 1**

Suggest three reasons why fewer people might be using the centre.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

3 marks

The centre has conducted a voluntary written survey of people using the centre. This survey showed a high degree of satisfaction with the current activities offered by the centre.

**Question 2**

Describe three limitations in using this method of survey.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

3 marks

**Question 3**

Other than a survey, recommend two ways in which the centre could gather data from the wider community about its level of satisfaction with the centre's activities.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

2 marks

You can only collect relevant information from the people you survey.

**Question 4**

a. Identify two pieces of personal information to collect that are relevant to the use of the centre.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

b. Identify two pieces of personal information which are **not** relevant to the use of the centre.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

Organised team sports are no longer a main interest area of the broader community. Community responses include suggestions for a yoga room, extended opening times, a rock-climbing wall, gym equipment, child-minding facilities and access for lesser known sports.

**Question 5**

Based on your understanding of leisure and recreation, select two of these suggestions and discuss how each reflects changes in social and personal concerns.

Suggestion 1 \_\_\_\_\_

Discussion \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Suggestion 2 \_\_\_\_\_

Discussion \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4 marks

One community response suggested offering family memberships.

**Question 6**

Give two reasons why a family membership for two adults and two children under 14 years of age to use the centre at a discount rate could be considered unfair.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

2 marks



Community feedback indicated strongly that the committee of management was not open to new members and ideas, and was not representative of the wider community.

**Question 7**

Explain why this conflicts with the principles of social justice.

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3 marks

The local council has decided to expand committee of management membership to include wider community representation.

**Question 8**

a. Identify two areas of conflict that could arise at the first meeting for the newly expanded committee.

1. 

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2. 

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2 marks

b. Describe two strategies which could be used to reduce this conflict.

1. 

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2. 

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2 marks

The previous committee of management was conducted in an authoritarian way by a dominant chairperson. The new committee wants to operate democratically.

**Question 9**

List three characteristics of a democratic group.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

3 marks

In seeking additional committee members, council wants to ensure a balanced membership by using the following criteria.

- geographic areas
- age
- cultural background
- gender
- leisure and recreational interests

**Question 10**

Choose **two** of these criteria and explain how these would improve the decision making of the committee.

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2 marks

One of the groups using the centre least is young people. Young people are not represented on the committee of management.

**Question 11**

- a. Give two reasons why participation on the new committee would be empowering for the **young people on the committee**.

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks

- b. Discuss why having representation on the new committee would be empowering for **all young people**.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks

Under the new committee of management, the centre offers a diverse range of services and activities at user-friendly opening times, affordable prices, and has a responsive centre management. These changes have led to increased use by the community and community satisfaction.

**Question 12**

- a. Select **one** of the above outcomes and explain how it reflects social justice principles.

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3 marks

- b. Select **one** of the above outcomes and explain how it reflects leisure theory.

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3 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.

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

Name one form of sensory play.

\_\_\_\_\_

1 mark

**Question 2**

Other than Long Day Care, name two other types of children’s services.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 3**

Describe three ways children’s services can support cultural diversity.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

3 marks

**Question 4**

Explain the meaning of each of the following.

solitary play \_\_\_\_\_

parallel play \_\_\_\_\_

associative play \_\_\_\_\_

cooperative play \_\_\_\_\_

4 marks

**Question 5**

a. Name three methods of observation commonly used in children’s services.

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

3 marks

b. Give three reasons why workers need to record observations of children.

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

3 marks

c. Describe two examples of ways in which you could share information from your observations with the child’s family.

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_

2 marks

**Question 6**

a. Name a developmental domain.

\_\_\_\_\_

1 mark

b. For a child aged 3 years or 10 years, describe an activity which would foster the child’s development in this domain.

Tick your selection.

child aged 3 years  **OR** child aged 10 years

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3 marks

**Question 7**

a. Describe two ways in which a child can initiate play activity.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

2 marks

b. Describe three aspects of the role of the adult in encouraging and extending children's play.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

3 marks

Total 27 marks

## Elective 2 – Community Services Stream

### Question 1

Name an organisation which provides advocacy.

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1 mark

### Question 2

Discuss when ‘speaking up for someone else’ might not be consistent with the principles of advocacy.

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2 marks

### Question 3

Describe the role of an advocate in community services.

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2 marks

### Question 4

Explain how advocacy differs from mediation.

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2 marks



**Question 5**

Describe a situation where group advocacy would be appropriate.

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2 marks

**Question 6**

Name two practical things the advocate does for someone who wishes to advocate for themselves.

1. 

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2. 

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2 marks

**Question 7**

List two characteristics of a community development approach to social issues.

1. 

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2. 

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2 marks

**Question 8**

Identify two ways community development differs from casework.

1. 

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2. 

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2 marks

**Question 9**

Discuss the role of a community in community development.

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2 marks

**Question 10**

a. We can belong to a number of communities. Apart from family and friends, list three other communities an individual could be part of.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3 marks

b. Select **one** of these communities and list two characteristics which define that community.

Selected community \_\_\_\_\_

1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

**Question 11**

a. Describe three examples of how advocacy supports community development.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

3 marks

b. Explain how you can tell if a community development project has been successful.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks

Total 27 marks