

	<b>RPL Assessment Sheet</b>	
	KSA Campus:	Current as of:
	Student Name:	Next Review:

<b>Unit Code: CHCCOM006</b>	<b>Unit Name: Establish and maintain client relationships</b>
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Mandatory Unit Requirements	Evidence Collected				
	<i>Certificate Statement of Attainment</i>	<i>Third Party Referral (letter from employer etc)</i>	<i>Portfolio of evidence</i>	<i>Practical Assessment</i>	<i>Evidence Accepted Y/N</i>
<b>Elements and Performance Criteria</b>					
<b>1. Establish professional relationship with the client</b> 1.1 Establish relationship within appropriate professional boundaries 1.2 Build trust and respect through use of effective communication techniques 1.3 Identify and respond to client special needs 1.4 Communicate in ways that take account of cultural considerations 1.5 Exercise discretion and confidentiality					
<b>2. Manage client interactions</b> 2.1 Use a collaborative and person centred approach when working with clients 2.2 Use motivational interviewing as a basis for client interactions 2.3 Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions 2.4 Support the client to identify and articulate key information that supports the provision of service 2.5 Encourage clients to voice queries or concerns and address these appropriately 2.6 Respond to difficult or challenging behaviour using established techniques					

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2.7 Maintain professional integrity and boundaries at all times 2.8 Work within scope of role and identify and respond to situations where interactions suggest the need for client referral					
3. Provide effective responses to client enquiries 3.1 Select the most appropriate mode of communication for the information being provided 3.2 Use language and terminology that the client will understand 3.3 Present information clearly and with sufficient detail to meet client needs 3.4 Confirm with client that the information has been understood and address any unresolved issues					
<b>Performance evidence</b>					
<b>There must be evidence that the candidate has:</b> Established and managed client relationships and boundaries appropriately during the provision of services to 3 clients					
Developed responses to 3 different situations involving difficult or challenging behaviour					
<b>Knowledge Evidence</b>					
<b>The candidate must be able to demonstrate essential knowledge of:</b> Legal and ethical considerations for establishing and managing client relationships and how these are applied: - privacy, confidentiality and disclosure - human rights					

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<ul style="list-style-type: none"> <li>- work role boundaries including:               <ul style="list-style-type: none"> <li>■ responsibilities and limitations</li> <li>■ appropriate sexual, physical and emotional boundaries</li> <li>■ use of enquiry only as appropriate and necessary</li> <li>■ awareness of potential client transference</li> <li>■ staying within area of expertise</li> </ul> </li> </ul>					
Modes and techniques for effective communication, including: <ul style="list-style-type: none"> <li>- active listening, questioning, clarifying, advising</li> <li>- empathy, trust and respect</li> <li>- appropriate verbal and non-verbal communication</li> <li>- use of communication aids</li> <li>- tone and presentation</li> </ul>					
Role of motivational interviewing during client interactions to facilitate: <ul style="list-style-type: none"> <li>- client support</li> <li>- case taking</li> <li>- negotiation with client</li> <li>- education of client</li> <li>- information giving</li> </ul>					
Techniques for motivational interviewing: <ul style="list-style-type: none"> <li>- attending skills, use of body language</li> <li>- paraphrasing</li> <li>- reflecting feelings</li> <li>- open and closed questioning or probing</li> <li>- summarising</li> <li>- reframing</li> <li>- exploring options</li> <li>- normalising statements</li> </ul>					

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Barriers and influences on communication and ways to respond: - language <ul style="list-style-type: none"> <li>- culture</li> <li>- religion</li> <li>- emotional state</li> <li>- disability</li> <li>- health</li> <li>- age</li> <li>- presence of children and/or spouse</li> </ul>					
Techniques for dealing with difficult communication situations: <ul style="list-style-type: none"> <li>- managing emotions</li> <li>- defusing anger</li> <li>- clarifying the issues</li> <li>- maintaining composure and professional attitude</li> <li>- providing support</li> <li>- seeking assistance</li> </ul>					
Types of information that may be provided to clients as relevant: <ul style="list-style-type: none"> <li>- appointment details, directions</li> <li>- costs and payment options</li> <li>- client options, service information, referral details</li> <li>- general health and self care information</li> <li>- service provider credentials or information</li> </ul>					
<b>Student signature:</b>  <b>Date:</b>	<b>RPL Outcome:</b>				
	Assessor Name:			Upgrade Required Y/N	
	Assessor Signature:			Competent / NYC	
			Date:		