**Victorian Certificate of Education
2004**

STUDENT NUMBER

Letter

Figures

Words

VCE VET COMMUNITY SERVICES

Written examination

Friday 12 November 2004

**Reading time: 9.00 am to 9.15 am (15 minutes)
Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)**

QUESTION AND ANSWER BOOK

Structure of book

Section	Number of questions	Number of questions to be answered	Number of marks
A	10	10	20
B	15	15	50
	Number of electives	Number of electives to be answered	
C	3	2	30
			Total 100

- 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 21 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 electronic communication devices into the examination room.

SECTION A – Short-answer questions

<div style="border:1px solid black;">

Instructions for Section A

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

</div>

Question 1

In order for a community group to obtain funding from government, name **one** formal process that might be involved.

_____

_____

1 mark

Question 2

List **two** characteristics of a 'community organisation' that distinguish it from a government department or a business.

1 _____

_____

2 _____

_____

2 marks

Question 3

Which **two** of the following would most likely be included in the mission statement of a community organisation?

Mark your responses with a tick (✔).

values	
policies	
procedures	
aims	
business plans	

2 marks

Question 4

As a community worker, you are advised of a case of child abuse. What government policy would guide your action?

_____

_____

1 mark

Question 5

What is 'Duty of Care'?

_____

_____

_____

_____

2 marks

Question 6

Which **one** of the following best reflects who has responsibility for Occupational Health and Safety in the workplace?

Mark your response with a tick (✔).

the management committee	
the manager	
employees	
employer and employees	
volunteers	
all of the above	

1 mark

Question 7

Which one of the following is most relevant for all workers in community services?

Mark your response with a tick (✔).

advanced counselling skills	
a current driver's licence	
the ability to apply social justice principles	
public speaking skills	

1 mark

Question 8

For a community worker 'networking' is an essential skill.

a. What does networking mean?

_____

_____

_____

_____

2 marks

b. Give an example of networking in the community.

_____

_____

1 mark

Question 9

A community organisation has a strong commitment to community development principles.

Identify and describe **two** characteristics of the decision-making processes of a community organisation that would be consistent with this statement.

1 _____

_____

_____

_____

2 _____

_____

_____

_____

4 marks

Question 10

Explain why gathering information about a client's family structure through a genogram or family tree chart would be useful in casework.

_____

_____

_____

_____

_____

_____

3 marks

Total 20 marks

CONTINUED OVER PAGE

END OF SECTION A

SECTION B – Scenario

You are a worker in a local community-based agency. You see a significant number of young people who are in between school and work and who are at risk of becoming long-term unemployed. Your manager suggests there may be some who would like to form a group.

With the approval of your manager, you advertise a meeting for young people. The aim of the meeting is to find out their main concerns and what needs a group could satisfy.

Eight young people (five boys and three girls) attend this meeting. Their key concern is that they are bored and the only place they can 'hang out' is in public places, which annoys many local people. They believe that there are many more young people in the same situation and they would like to form a group to improve things.

When asked how they would like to follow up this meeting, they say they would like to get together as a group to do something and to support one another. Because they do not have much money and not much to look forward to, they want to improve their current situation.

Question 1

Apart from having another meeting, suggest **three** ways you could find out the preferences of the wider group of young people in the community.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

When you review the feedback, the majority of responses ask for a space the young people can call their own. Your manager agrees to the idea of setting up a centre, but can support it only with a very limited budget. You notice that there is a vacant shop in the local shopping centre – it has been empty for some time. The local landlord offers it to the group for six months at very low rent as long as the group is prepared to improve the building by painting it.

Your manager appoints you and a co-worker of the opposite gender as a team to work with the group. The lease is signed, the keys are handed over, and you have an empty shop with many possibilities for use – a drop-in centre, an information centre, a recreation centre, an 'Internet' cafe.

If the shopfront is to be opened during the day, in the evenings and at weekends, there are specific Occupational Health and Safety issues that would need to be addressed in the general areas of cleaning, security, physical work environment and safety.

Question 2

Identify **two** specific Occupational Health and Safety issues and explain why they are issues.

1 _____

_____

_____

_____

2 _____

_____

_____

_____

<div align="right">4 marks</div>

Before you move in, you decide to set up one room at the back of the shop as an interview room where private conversations can take place. The first thing you have to do is to replace the solid panel door with one that has a glass panel in it.

Question 3

Give **one** reason why it is important to ensure that the interview room has a glass panel.

_____

_____

                                                                                        1 mark

You and your co-worker need to decide how you are going to work together effectively.

Question 4

a. Why is time management important in teamwork?

_____

_____

_____

_____

                                                                                       2 marks

b. List **three** other components of effective teamwork.

1 _____

_____

2 _____

_____

3 _____

_____

                                                                                       3 marks

You have been busy with the arrangements to establish the 'Shopfront Centre'. Your manager notices from your timesheet that you have been working considerable overtime and expresses concern.

Question 5

Why would your manager be concerned?

_____

_____

_____

_____

2 marks

The young people who come to the Shopfront Centre in the first few weeks include one girl, who has dropped out of school because she is pregnant; a couple of boys, who had been working as fruit-pickers but are now out of work; and a girl who is waiting for the next intake into the local TAFE college, so she can start training as a childcare worker.

One of the participants tells you that while they are unemployed they are required by Centrelink to keep on actively looking for work if they are to receive any government benefits. Your manager tells you that there is government funding available to the local council which can be used to employ young people on some community projects. Since the Shopfront Centre needs to be painted as a condition of the lease, you believe that this is an ideal community project.

You decide to investigate getting access to this funding through the council.

Question 6

What information do you need to help you convince the council that the proposal to fix up the shop as a youth centre should be funded?

_____

_____

_____

_____

2 marks

The council asks for evidence of community support for this proposal. You understand that within community services, networking is a fundamental strategy of community development.

Question 7

Give **two** specific examples of who you might network with in relation to this proposal. Explain why each link would be appropriate.

1 _____

_____

_____

2 _____

_____

_____

_____

4 marks

One of the young people is increasingly withdrawn. She is only fifteen and you are concerned about her wellbeing and make a time to talk with her. You use basic counselling skills to encourage her to talk to you.

Question 8

Describe **three** basic counselling skills.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

You make some notes during the discussion.

Question 9

a.   What legislation covers the information about your client in these notes?

_____

_____

<div align="right">1 mark</div>

b.   What does the legislation require of you in relation to the notes taken during a client meeting?

_____

_____

_____

_____

<div align="right">2 marks</div>

One reason for her being withdrawn is the experience of alcohol abuse and violence in her home, and this distresses her.

Question 10

Given this information, what responsibilities do you have in relation to

  i.   the young person?

_____

_____

  ii.   your co-worker?

_____

_____

 iii.   your job role in the organisation?

_____

_____

  iv.   legislation?

_____

_____

<div align="right">4 marks</div>

As the existence and services of the Shopfront Centre become more well known you realise that young people lack access to information about other youth services and programs.

Question 11

In relation to community development practice, how does lack of information affect empowerment?

_____

_____

_____

_____

_____

_____

3 marks

Question 12

People from any of the areas listed below could be invited to provide support and advice to young people using the Shopfront Centre.

- education
- health
- sporting clubs
- volunteer organisations (like the CFA)
- Centrelink
- job network agency

Select **two** areas and explain how each would be specifically empowering for young people who use the centre.

1 _____

_____

2 _____

_____

4 marks

One morning you are confronted by a young man who is looking for a food voucher. You explain that you cannot help him directly, but refer him to another agency. On hearing this he becomes aggressive. You know that your co-worker had the same discussion with this person a week ago and there are ongoing problems in the young man's family.

Question 13

How would you demonstrate respect and nonjudgment in this situation?

_____

_____

_____

_____

2 marks

After three months, attendance at the Shopfront Centre is strong and there is evidence of community support. However, the low-rent lease period of the shop is due to run out in three months and you need strategies to help the centre keep going.

Question 14

a. Identify **two** possible sources of financial support.

1 _____

_____

2 _____

_____

2 marks

b. List **two** reasons why these sources would be interested in contributing to the ongoing work of the centre.

1 _____

_____

2 _____

_____

2 marks

Your manager says that
• the way you set up the Shopfront Centre and
• the way you have worked with the group
has been a great exercise in community development.

Question 15

Explain how these two aspects of your work reflect the principles and practice of community development.

Use specific examples from the scenario.

   i. You can see that the way I set up the Shopfront Centre reflects the principles and practice of community development because

_____

_____

_____

_____

_____

_____

  ii. You can see that the way I have worked with the group reflects the principles and practice of community development because

_____

_____

_____

_____

_____

_____

6 marks

Total 50 marks

END OF SECTION B

SECTION C – Electives

Instructions for Section C

Section C consists of three electives. Answer **two** electives **only**. Answer **all** questions in both electives chosen. You may need to refer to the scenario at the start of Section B.

Elective 1 – Advocate for clients

A young boy has been coming to the Shopfront Centre on a regular basis during school hours. He is only fourteen years of age. Some people say he should be banned, but you are concerned that this response only ignores his needs.

Question 1

Give **two** reasons why this young person might need an advocate.

1 _____

_____

2 _____

_____

2 marks

Question 2

List **three** types of advocacy.

1 _____

2 _____

3 _____

3 marks

Question 3

Which of these types of advocacy would be most appropriate in this case? Explain your choice.

_____

_____

_____

_____

2 marks

Question 4

The following are elements of the advocacy process. Mark them in appropriate order, indicating the first element of the process as 1 and the last as 6.

identify the needs and rights of the client	
explore options for action	
contact and negotiate with relevant agencies	
identify the preferred option	
follow up progress and outcomes	
develop rapport with the client	

5 marks

Your manager suggests that it would be helpful to arrange a conference with the welfare and careers advisors from the local secondary college, the boy and the boy's parents, in order to find some direction for the future. You will be there as an advocate.

Question 5

Give **three** principles of advocacy which will guide your participation in this meeting.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

Total 15 marks

Elective 2 – Support group activities

You discover that two members of the group at the Shopfront Centre are in conflict and the group is being split. In attempting to help resolve this, you could

  i. insist that the group sit down and talk about it.
 ii. keep the two conflicting parties apart.
iii. provide an opportunity for the whole group to discuss the issues.
 iv. take a vote of the whole group.

Question 1
From the above list of options, what is the best approach and why?

_____

_____

1 mark

In the functioning of a group, the following aspects are important.
  i. personal dynamics (the way people relate to one another)
 ii. structures and processes (how the group is organised)
iii. purpose and goals (what the group seeks to do)

Question 2
a. Give **two** examples of the influence of personal dynamics within a group.

1 _____

_____

2 _____

_____

2 marks

b. Provide **two** examples of conflict situations in relation to structures and processes within a group.

1 _____

_____

2 _____

_____

2 marks

c. Give **two** examples of conflict situations in relation to the purpose and goals of a group.

1 _____

_____

2 _____

_____

2 marks

Up until now the workers have been the key leaders in the group, but you wish to draw back. The group recognises that some leadership is required for decision making, and that cooperation is required for conflict resolution and for sustainability.

Question 3

a. At this stage, which leadership style would be appropriate for the development of the group?

_____

_____

1 mark

b. Give **two** reasons for your choice.

1 _____

_____

2 _____

_____

2 marks

So far, the group of young people in the Shopfront Centre could not be considered to be a 'formal' group.

Question 4

State **three** reasons why this group is not considered a formal group.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

Question 5

Apart from a lack of funding, give **two** other reasons why a community group would cease to exist.

1 _____

_____

2 _____

_____

2 marks

Total 15 marks

Elective 3 – Participate in policy development

Question 1

In your role as a worker for the Shopfront Centre and its operations, you assist in policy development. From the following list of steps in policy development, mark with a tick (✔) the **four** steps which are appropriate to your level of training and competence.

identify a problem	
advise management	
write a draft new policy	
comment on the draft policy	
provide a cost/benefit analysis	
finalise the policy position	
approval of the policy	
implement the new policy	

4 marks

Question 2

Your manager suggests that a policy manual be developed for the ongoing operation of the Shopfront Centre. Identify **three** areas for which policies are needed.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

A task group is set up to develop the policy manual. You do not want them to waste time, so you remind them that there may be some external sources of information they could draw on in order to develop the manual.

Question 3

Identify **two** of these possible sources of information.

1 _____

_____

2 _____

_____

2 marks

A policy on volunteer workers has been drafted. Your manager asks about the level of consultation undertaken in drafting the policy. You realise that not all the volunteers have seen it and some have low literacy levels or cannot read English well.

Question 4

List **three** strategies you would use in the consultation process with all volunteers to ensure they are fully included in the consultation.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

Question 5

The policy manual has been approved and implemented. Identify **three** circumstances that might require a policy review and possible change.

1 _____

_____

2 _____

_____

3 _____

_____

3 marks

Total 15 marks

END OF QUESTION AND ANSWER BOOK