



# VCE VET Community Services

## Written examination – October/November

### Introduction

The following sample examination is provided to demonstrate the format and types of questions which will be asked in an examination for this study.

The examination will be based on all the compulsory units of competence that make up the Unit 3–4 sequence in the VCE VET Community Services program and the elective competencies in the stream students have undertaken, that is, either the Community Services or the Children's Services stream.

These units of competence are:

COMPULSORY UNITS	
CHCYTH1C	Work effectively with young people
CHCGROUP2C	Support group activities
CHCRH1B	Orientation to work in the leisure and health industry
CHCCWI1B	Operate under a case work framework
COMMUNITY SERVICES STREAM	
CHCAD1C	Advocate for clients
CHCCD12D	Apply a community development framework
CHILDREN'S SERVICES STREAM	
CHCPR3C	Develop an understanding of children's interests and developmental needs
CHCPR1C	Deliver services/activities to stimulate children's development and enhance their leisure

Examination items focus on the underpinning knowledge and skills identified in these competency standards. The weighting of different areas on the examination will reflect (approximately) the nominal hours for each competency.

### Structure and format

The duration of each examination will be 90 minutes plus 15 minutes reading time.

The examination will comprise three sections.

**Section A** will consist of short answer questions worth 20–30 marks. All questions will relate to the compulsory units of competence.

**Section B** will consist of questions related to a case study/scenario based on the compulsory units of competence. This section will be out of 40–50 marks.

**Section C** will consist of a series of short answer questions based on the two elective streams. Students will answer questions related to the elective stream they have studied. Questions in each elective will be out of 20–30 marks.

The examination will be out of approximately 90–100 marks in total. The examination will be in the form of a question and answer book.

### Other relevant references

Teachers should refer to the Examination section of the *VCE and VCAL Administrative Handbook 2006*, *VCE VET Community Services Assessment Guide*, the VCE VET Community Service Study page on the VCAA website and to the *VCAA Bulletin* for further advice during the year.

**Note:** While there may be some overlap in content in the following sample examination questions, overlap that gives significant clues to other questions is avoided on examination papers.



**Victorian Certificate of Education  
2006**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Figures  
Words


Letter

--

**VCE VET COMMUNITY SERVICES  
Written examination**

**Day Date 2006**

**Reading time: \*.\*.\* \*\* to \*.\*.\* \*\* (15 minutes)**

**Writing time: \*.\*.\* \*\* to \*.\*.\* \*\* (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	11	11	27
B	13	13	43
	<i>Number of electives</i>	<i>Number of electives to be answered</i>	<i>Number of marks</i>
C	2	1	20
			Total 90

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, 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 14 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**

Describe **two** behaviours which demonstrate active listening.

---

---

2 marks

**Question 2**

You visit the staff lunchroom and see the following note written on the whiteboard.

*Brian – ring your mother on 0416 3875 7563*

Explain what is wrong with this.

---

---

2 marks

**Question 3**

A group of young people want a skateboard park in their area. They consider the following strategies.

- writing letters to local councillors
- sending a petition to the Prime Minister
- carrying out a graffiti campaign
- boycotting the local swimming pool

Which strategy would be **most** effective in achieving their aim? Justify your selection.

---

---

---

2 marks

**Question 4**

The use of questionnaires is a common information collecting technique. In the following two questionnaire items an agency is collecting information from clients about client–staff relationships.

**Item 1** I have always been treated well by staff. Agree/Disagree

**Item 2** How do you feel about staff treatment of clients?

Explain **two** advantages of each type of questionnaire item.

**Item 1**

---

---

---

---

**Item 2**

---

---

---

---

2 + 2 = 4 marks

**Question 5**

State **two** examples of personal **psychological** needs.

---

---

2 marks

**Question 6**

Duty of care is a requirement of workers in community services.

What does 'duty of care' mean?

---

---

2 marks

**Question 7**

Privacy is a legal issue. Confidentiality is an ethical issue.

Explain the difference between a legal and an ethical issue.

---

---

2 marks

**Question 8**

Employers are required by legislation to have a duty of care for their workers.

Give **two** ways that employers can meet this requirement.

---

---

---

---

2 marks

**Question 9**

In the context of case management, what is a referral?

---

---

2 marks

**Question 10**

Select **one** of the following principles and using an example explain how it supports fairness for clients.

access, equity, participation, rights

---

---

---

---

3 marks

**Question 11**

Outline the role of leisure in the development of either young people or adults.

---

---

---

---

4 marks

Total 27 marks

## SECTION B – Scenario

You have been employed as an assistant in the local youth centre to be involved in the running of a new government-funded recreation project. Young people from diverse economic and cultural backgrounds have been recruited as volunteers to support a group of ‘disadvantaged’ children on an excursion to the safari park zoo on the outskirts of a major city. Your role is to support the volunteers, build them into an effective team and make sure the project goes well.

The first step is to recognise that all teams go through stages of development.

### Question 1

Name and describe **two** stages of group development.

---

---

---

---

---

---

---

---

4 marks

### Question 2

You will need to use a range of skills and processes to develop the individuals into a team.

a. List **two** skills you will need to develop the team.

---

---

b. List **two** processes you will use to develop the team.

---

---

2 + 2 = 4 marks

The children participating in the program have been nominated by teachers from local schools on the basis of their perceived disadvantage and specific needs.

**Question 3**

Describe **three** circumstances or situations which might constitute ‘disadvantage’ or ‘specific need’.

---

---

---

3 marks

**Question 4**

Give **two** reasons why it would be important for you to know something about the nature of their disadvantage or specific need.

---

---

---

---

2 marks

**Question 5**

Some key issues for young people are friends, self-esteem, money, independence, freedom, belonging, family and cultural expectations and practices, sexuality, individual differences, peer pressure and expectations, education, career, authority and risk-taking.

How will the experience of arranging and going on the excursion to the zoo contribute positively to **two** of these key issues for

- i. the disadvantaged children?

---

---

---

---

- ii. the young volunteers in the team?

---

---

---

---

4 + 4 = 8 marks



While you are organising this excursion, your manager advises that you should refer a client to another worker.

**Question 6**

List **three** reasons why you might refer a client to another worker.

---

---

---

---

---

---

---

---

3 marks

The planning for the excursion to the zoo is almost complete. You feel sure that it will go well. You decide to develop an evaluation survey to obtain the views of the children and the volunteers.

**Question 7**

When would be the best time to get them to fill in the evaluation form? Explain why.

---

---

---

---

2 marks

Someone points out to you that the date you have scheduled for the excursion falls within a significant period of religious observance for some of the children, during which a visit to the zoo would be inappropriate.

**Question 8**

List **two** reasons why you would change the date of the excursion.

---

---

---

---

---

2 marks

**Question 9**

Assuming the zoo is available on all dates considered, identify **one** other factor that could explain why the date of the excursion may have to remain as originally decided.

---

---

1 mark

While the excursion was in the planning stage, all the children looked forward to it with excitement. As the day has almost arrived, several children have indicated that they will not attend.

**Question 10**

List **three** possible reasons why a child may not **want** to go on the excursion.

---

---

---

3 marks

**Question 11**

Identify **two** ways of finding out why someone is reluctant or unwilling to go on the excursion.

---

---

2 marks

The excursion goes ahead, but during the day one of the participants trips and falls heavily and you have to administer first aid.

**Question 12**

List **three** other necessary actions as a consequence of this incident.

---

---

---

3 marks

The recreation project is not just about taking people on excursions, it will offer additional recreation activities.

**Question 13**

Local communities provide a range of fee paying and free leisure and recreation activities.

Identify **two** of these and discuss how they contribute to individual wellbeing.

---

---

---

---

---

---

---

6 marks

Total 43 marks

**END OF SECTION B  
TURN OVER**

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

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

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

Outline **one** role of play in the development of children.

---

---

1 mark

**Question 2**

Cognitive development is one aspect (area) of child development. Name **two** other aspects of child development.

---

---

2 marks

**Question 3**

One way of recording observations is to use a ‘running record’ (as shown in Question 6).

List **two** other ways of recording observations.

---

---

2 marks

**Question 4**

What is the purpose of recording observations?

---

---

1 mark

**Question 5**

Place the following aspects of play in the correct developmental sequence by numbering them from 1 to 4.

Aspects of play	Developmental sequence
associative	
competitive	
cooperative	
solitary	

1 mark

**Question 6**

Read the running record of Jenny’s observation of Tom (in the left hand column).

<p><b>Individual observation</b></p> <p><b>Name:</b> Tom  <b>Age:</b> 4 years  <b>Setting:</b> Blocks</p>	<p><b>Date:</b> 9/2/06  <b>Observer:</b> Jenny  <b>Time commenced:</b> 10.00am  <b>Time completed:</b> 10.05am</p>
<p>Tom (T) is playing in the block corner with Susie (S), building a large airport with runways, aeroplanes and trucks. T picks up 4 long flat blocks and carefully places each block in a line cross the carpeted area, T walks over to the block shelving and picks up with both his hands the box of aeroplanes and toy people. He walks back to S, gives the box to her and says “Hey why don’t you make an airport terminal and put these people ready to catch a plane.”</p> <p>S replies “Will we use the coloured blocks to build and decorate the airport?”</p> <p>T answers “Yes that is a great idea, let’s build a very tall building. I will get the box of coloured blocks and bring them over to where we are building.”</p> <p>T walks over to the container of coloured blocks sitting next to the block shelves and drags the container, using both hands to where S is sitting on the carpet.</p> <p>S opens the container and says “Let’s use the big blocks first to build the terminal, it has to be bigger than the people.”</p> <p>S picks up a red block with her right hand and starts to build a wall, she smiles and comments to T. “I will have to measure it against the people so they can fit into the building.”</p> <p>S picks up a toy person with her left hand and holds it against the building, saying “We will need to add some more blocks to make the wall taller, to fit the people in.”</p> <p>T smiles and says “That’s a great idea, gee you are good at measuring.”</p>	

Identify **one** example of each of the following aspects (areas) of Tom’s development from the running record above.

i. physical \_\_\_\_\_

\_\_\_\_\_

ii. cognitive \_\_\_\_\_

\_\_\_\_\_

iii. social \_\_\_\_\_

\_\_\_\_\_

3 marks

**Question 7**

- a. Propose **two** suitable play experiences for a child with an interest in aeroplanes and airports. You must state the age of the child in your answer.

---

---

---

---

---

---

---

---

- b. Choose **one** of these play experiences and explain how it would extend the child's development.

---

---

---

---

---

---

---

---

6 + 4 = 10 marks

Total 20 marks

## Elective 2 – Community Services Stream

### Question 1

Within the community services context, what does the term ‘advocacy’ mean?

---

---

2 marks

### Question 2

Describe **two** basic principles that underpin advocacy.

---

---

2 marks

### Question 3

Explain how advocacy contributes to the empowerment of an individual or group.

---

---

---

2 marks

### Question 4

Describe the difference between negotiation and mediation.

---

---

---

---

2 marks

### Question 5

What are **two** principles of community development?

---

---

2 marks

**Question 6**

Local community groups have identified a high level of substance abuse in their city. Although there are many government and nongovernment statewide agencies, the local community wants to set up a community development project to meet the needs of the youth in the city and help overcome the problem.

- a. Name **two** statewide community support agencies – one government and one nongovernment.

---

---

- b. Identify **three** steps in the process of establishing the community development project related to substance abuse. Explain the importance of each of these steps.

---

---

---

---

---

---

---

---

---

---

---

---

- c. How would you explore and research specific issues related to a minority group within your local community? Identify the minority group within your answer.

---

---

---

---

2 + (2 + 2 + 2) + 2 = 10 marks

Total 20 marks