Assessment task 1.1.5 – Knowledge task – Written questions

Resources required

- Computer
- Microsoft office

Assessment Overview

In this assessment students are required to demonstrate their knowledge.

Conditions of assessment

This is an open book assessment to be undertaken in the student's own time and submitted to their assessor at an agreed date.

Students must read each question and provide a written response.

Students must attempt all questions before submitting their response.

Your assessor will confirm the requirements with you prior to the commencement of this task.

For a student's performance to be deemed satisfactory in this assessment task, students must satisfactorily address all the assessment criteria. I.e. you must provide an appropriate response to each question.

Students are encouraged to contact their trainer if they require clarification on any part of the assessment process prior to attempting this task.

You will be provided feedback on performance on completion of the task. The feedback will indicate if you have satisfactorily answered all questions or will indicate the questions you have incorrectly answered.

If you have not provided satisfactory responses to any question/ s you must re-attempt these question/ s at a later date.

The feedback will also indicate any area/s of the unit that you have not answered satisfactorily and will request you to contact your trainer for support before re-attempting the assessment.

Students have the right to appeal the outcome of assessment decisions if they feel they have been dealt with unfairly or have other appropriate grounds for an appeal.

Cheating, plagiarism and collusion in any form during assessments will result in the assessment submission being invalidated. By submitting this assessment task students are declaring that the submission is the result of their own work and they have not engaged in any form of cheating or collusion when undertaking this activity.

Students are encouraged to contact their trainer prior to attempting this task if they do not understand any part of this task or if they have any learning issues/ needs that may hinder them when attempting any part of the assessment.

Questions

1. In 100 words outline the potential impacts of using different communication skills and techniques in counselling contexts.

2. Write a paragraph describing the each of the following specialised counselling techniques and how each one is used: Challenging, reframing, focusing

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3. Outline in 200 words the components of the communication process including: encoder and decoder

4. List five obstacles to the counselling process. Outline each obstacle and how you would overcome the obstacle. Obstacles must relate to psychological, physical and economic issues.

5. Outline in dot points the primary factors that impact the communication process.

6. In dot points identify 5 barriers to communication and write a sentence describing a resolution strategy.

7. Write down 6 sentences to describe 6 different mechanisms that enhance effective interpersonal communication.

8. In 3 paragraphs describe what observational techniques are and why they are used include: facial expressions, non-verbal behaviour, posture and silence

9. In 100 words describe the 3 different ways that people learn and absorb information- visual/ auditory and kinaesthetic. Include why this is important from a counselling context.

10. In 100 words name and describe 3 ways that stress and trauma impact the communication process within a counselling interview.

Submit
Your submission is to be sent to your assessor via e-mail in a PDF document.
Each question must be identified with a full response to every question.

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