

CHCCOM006 - Establish and manage client relationships

Practical Assessment

Task 1 - Establishing professional relationships with the client (Written Report)

Explain how you would:

- Establish relationship within appropriate professional boundaries
- Build trust and respect through use of effective communication techniques
- Identify and respond to client special needs
- Communicate in ways that take account of cultural considerations
- Exercise discretion and confidentiality

Task 2 - Managing client interactions (written report)

Explain how you would:

- Use a collaborative and person centred approach when working with clients
- Use motivational interviewing as a basis for client interactions
- Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions
- Support the client to identify and articulate key information that supports the provision of service
- Encourage clients to voice queries or concerns and address these appropriately
- Respond to difficult or challenging behaviour using established techniques
- Maintain professional integrity and boundaries at all times
- Work within scope of role and identify and respond to situations where interactions suggest the need for client referral

Task 3 - Providing effective responses to client enquiries (written report)

Explain how you would:

- Select the most appropriate mode of communication for the information being provided
- Use language and terminology that the client will understand
- Present information clearly and with sufficient detail to meet client needs
- Confirm with client that the information has been understood and address any unresolved issues

Assessment Submission:

Written Component – email to admin@globalfitness.edu.au

(Please ensure your name is on the document, or in the saved file name)

Practical Component:

This can be assessed in person (by appointment only) with your Tutor.

Or if submitting via video – upload to the following link

<https://drive.google.com/drive/folders/1WOKzFCq209YKHVybSvDyen4VWu6KT3Zw?usp=sharing>