



**Australian Government**

**Assessment Requirements for CHCEDS060  
Work effectively with students and  
colleagues**

**Release: 1**

# Assessment Requirements for CHCEDS060 Work effectively with students and colleagues

## Modification History

Release 1. CHCEDS060 Work effectively with students and colleagues supersedes and is not equivalent to CHCEDS007 Work effectively with students and colleagues.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interact positively with two students and one colleague on at least one occasion each
- across the above interactions, demonstrate:
  - effective communication
  - respect for the diversity of individuals
  - use of active listening skills to clarify information
  - ability to respond to non-verbal cues
  - use of communication style suited to the individual needs of the student or colleague
  - provision of appropriate support as required.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- role and responsibilities of an education support worker and own job role
- legislation, its purpose and key requirements relating to:
  - anti-discrimination
  - child protection and child safety
  - confidentiality and privacy
  - duty of care
- organisational policies and procedures for interacting with others, including students and colleagues
- communication techniques that generate positive interpersonal interactions:
  - verbal
  - non-verbal
  - active listening
  - questioning
  - appropriate use of volume and tone
- negotiation and conflict resolution techniques
- stages of child development in relation to communication

- communication strategies that support inclusion
- identification of situations where further support or intervention may be required
- support strategies for ensuring the participation of students.

## **Assessment Conditions**

Skills must be demonstrated in the workplace:

- positive interaction with a student must be directly observed by the assessor on at least one occasion
- remaining performance evidence may be collected through authenticated third-party reports
- observation and third-party reports must be supplemented by other forms of evidence.

Interactions with students must be supervised by a teacher or other educational professional.

Assessment must ensure access to:

- organisational policies and procedures for student and colleague interactions
- students in a school
- colleagues for guidance and collaboration.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>