## Block 1, Assessment 1

## Part 1: Marking & Observable Behaviours Checklist Role-Play 1

*Important note: This document is for guidance as to the observable behaviours you must demonstrate in the roleplay. The Assessor will complete their copy of the checklist.*

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| **Interview a Client Role-Play** |
| Student Name |  |
| Assessor Name |  |
| Date of Assessment |  |
| Did the student? | Yes | No | Comments |
| **Client Interview** |
| Introduce themselves and explain what would happen at the interview |  |  |  |
| Ask general questions first – name, address, contact details |  |  |  |
| Listen to the situation & use culturally appropriate interview techniques |  |  |  |
| Clarify details with closed questions |  |  |  |
| Ask client if they have any questions |  |  |  |
| Ask appropriate responses to ethical issues raised by client |  |  |  |
| Ask the client if there is anything further they could add |  |  |  |
| Confirm the next steps |  |  |  |
| Take notes during the interview |  |  |  |
| Conduct the interview in a professional and ethical manner: |
| Speak clearly and concisely |  |  |  |
| Promote client participation |  |  |  |
| Use non-verbal communication to assist with understanding  |  |  |  |
| Respond to questions as required  |  |  |  |
| Use active listening techniques to confirm understanding.  |  |  |  |
| Refrain from making personal comments about the client or the situation |  |  |  |
| Align with the XYZ Legal Communications Policy |  |  |  |
| Is reassessment required ? 🖵 Yes 🖵 No |
| Reasonable adjustments made? 🖵 Yes 🖵 NoIf yes, please record the type of adjustments made below under ‘Comments’ section |
| Comments |