## 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.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 🖵 No  If yes, please record the type of adjustments made below under ‘Comments’ section | | | | |
| Comments | | | | |