

10861NAT Diploma of Aboriginal & Torres Strait Islander Legal Advocacy

Marking & Observable Behaviours Checklist Role-Play

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 Roleplay							
Student Name							
Assessor Name							
Date of Assessment							
Did the student?		Yes	No	Comments			
Client Interview							
Introduce yourself as a paralegal and explain							
that you will be conducting the interview and							
then discussing the information with the							
Supervising Lawyer							
Record your client's name, DOB, address							
Confirm client has necessary documents to							
support their claim (as per th	e instructions)						
Ask what questions they have for you							
Confirm the next steps							
Take notes during the interview							
Engage with the client, build rapport and conduct the interview in a professional and ethical							
manner.							
Speak clearly and concisely							
Promote client participation							



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Use non-verbal communication	on 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							
Listen to the situation & use culturally							
appropriate interview techniques							
Is resubmission required? Yes No							
Reasonable adjustments made? Yes No							
If yes, please record the type of adjustments made below under 'Comments' section							
Comments							
Assessor Name:				Date:			