Observation instrument Checklist 1

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| **Details of observation** | | | | | | |
| **RTO** | | | Thurgoona Training Academy RTO 91279 | | | |
| **Candidate name** | | |  | | | |
| **Assessor name** | | |  | | | |
| **Competency standard** | | | **BSBFLM303 Contribute to effective workplace relationships** | | | |
| **Assessment date** | | |  | | | |
| **Task/procedure observed** | | | **Building trust and confidence with other team members** | | | |
| **Requirements for satisfactory completion** | | | The assessor is to complete this checklist  Observations should be done over TWO events or meetings.   * Staff meetings * Team meetings * Simulated meetings (learners role play)   All steps in the checklist need to be completed satisfactory  If all steps aren’t met then further training and 2 further attempts are allowed | | | |
| **Event 1 Details:** | | | [assessor to complete: date/location/meeting type] | | | |
| **Event 2 Details:** | | | [assessor to complete: date/location/meeting type] | | | |
| **Observation checklist** | | | | | | |
| Did the assessor see the candidate : | | | | | **Event 1** | **Event 2** |
| 1 | **Treat people with integrity, respect and empathy**   * Adjust speaking style in slow clear voice and simple words, so people from different cultures can understand you. * Appropriate protocols in regards to invading their people’s space, for example touching. * Being polite and showing kindness for example by saying thank you when being handed something. | | | | ❒  ❒  ❒ | ❒  ❒  ❒ |
| 2 | **Encourage effective relationships within the framework of the organisation’s social, ethical and business standards.**   * The way the learner interacts with other team members * According to the policies and procedures of the organisation. * Through interactions with others, did the learner display a trustworthy nature? For example, saying they will do something and they do it? * Being honest and fair when dealing with other team members or various stakeholders internal and external. | | | | ❒  ❒  ❒  ❒ | ❒  ❒  ❒  ❒ |
| 3 | **Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance.**   * Use appropriate conventions and protocols when communicating with internal and external stakeholders. * Personal values and beliefs contribute to their role within the organization policies and procedures. | | | | ❒  ❒ | ❒  ❒ |
| 4 | **Adjust interpersonal styles and methods in relation to the organisation’s social and cultural environment**.   * Using effective communication skills that people can understand, both verbal and non- verbal. For example body language being open and willingness to share information. * Varies writing styles to meet the requirement of the audience and purpose. * Looking for new ways to improve workplace relationships through learning, so the social and cultural environment continues to grow within the organisation. | | | | ❒  ❒  ❒ | ❒  ❒  ❒ |
| **Results** | | | | | | |
| **Overall performance** | | ❒ **Satisfactory** ❒ **Not Yet Satisfactory** | | | | |
| **Feedback to candidate** | |  | | | | |
| **Assessor signature** | |  | | Date: | | |
| **Candidate signature** | |  | | Date: | | |