Observation instrument Checklist 2

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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** | | | **Identify and use networks and relationships in your organisation.** | | | |
| **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 | **Identify and utilise workplace networks to help build relationships**   * Building rapport with internal and external stakeholders. * Developing positive working relationships with in a team environment and external stakeholders. * Establish networks to seek or share information in line with the appropriate protocols according to organisations policies and procedures. | | | | ❒  ❒  ❒ | ❒  ❒  ❒ |
| 2 | **Identify and describe the value and benefits of networks and other work relationships for the team and the organisation.**   * Benefit to building networks with in your role can provide expertise advice in particular areas which can new insights into a project or tasks. * Provide support to other team members when difficulties arises and consulting with others in the team or others to help resolve the difficulties. | | | | ❒  ❒ | ❒  ❒ |
| **Results** | | | | | | |
| **Overall performance** | | ❒ **Satisfactory** ❒ **Not Yet Satisfactory** | | | | |
| **Feedback to candidate** | |  | | | | |
| **Assessor signature** | |  | | Date: | | |
| **Candidate signature** | |  | | Date: | | |