Observation instrument Checklist 3

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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** | | | **Contribute to positive outcomes for the team and internal and external stakeholders.** | | | |
| **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 difficulties and take action to rectify the situation within own level of responsibility according to organisational and legal requirements**   * Documenting and recording key information relation to people, or to a project. * To take action in consultation with other team members or their peers. * Staying within one’s own level of responsibility according to the organisation and the current workplace health and safety requirements. | | | | ❒  ❒  ❒ | ❒  ❒  ❒ |
| 2 | |  | | --- | | **Support colleagues in resolving work difficulties** |  * Provide support to other team members when difficulties arises and consulting with others in the team or others to help resolve the difficulties. * Networking within the organisation or external resources to provide a fresh view point to the work when difficulty arises to find a resolution. | | | | ❒  ❒ | ❒  ❒ |
| 3 | |  | | --- | | **Regularly review workplace outcomes and implement improvements in consultation with relevant personnel.**Taking responsibility for planning and sequencing workplace outcomes and reviewing the procedures to see if there are any new improvements that can be made in consultation with more senior personnel.Are there any new technologies that can be install into the system of work?In consultation with other team members to see if there’s a training gaps that needs to be addressed. | | | | | ❒  ❒  ❒ | ❒  ❒  ❒ |
| 4 | **Identify and resolve poor work performance within own level of responsibility and according to organisational policies**   * Reviewing attendance sheets or work KPI’s to see if anyone is continuing to fall behind and then following organisations policies and procedures. * Then through consultations with the team member using a constructive approach that is beneficial to them and the organisation. | | | | ❒  ❒ | ❒  ❒ |
| **5** | **Deal constructively with conflict, within the organisation’s established processes**   * Try finding out what are the issues causing the conflict for example is it work related or is it personal issues. * Then constructively working with the team member trying to find a resolution to the conflict that satisfies them and the organisation within the policies and procedures. | | | | ❒  ❒ | ❒  ❒ |
| **Results** | | | | | | |
| **Overall performance** | | ❒ **Satisfactory** ❒ **Not Yet Satisfactory** | | | | |
| **Feedback to candidate** | |  | | | | |
| **Assessor signature** | |  | | Date: | | |
| **Candidate signature** | |  | | Date: | | |