Observation Checklist: Employee/Stakeholder Interview

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| --- | --- | --- | --- | --- | --- | --- |
| **Student name** | |  | **Student ID** | |  | |
| **Assessor name** | |  | | | | |
| SIMULATED Workplace details | | | | | | |
| **Business name** | |  | | | | |
| **Client name** | |  | | | | |
| **OBSERVATION CHECKLIST**  **Stakeholder Interview**  assessor to complete the following | | | | | | |
| **1** | **Interview with REP 1** | | | SATISFACTORY | | UNSATISFACTORY |
| 1 | Learner conducts themselves to the rep 1 in a professional manner. | | |  | |  |
| 2 | During the meeting, the learner asks the interview questions using relevant terminology to elicit information. | | |  | |  |
| 3 | Learner’s questions were relevant to the review of the code of ethics. | | |  | |  |
| 4 | Learner asks if the stakeholder was receiving consistent and appropriate service in dealing with the code of ethics. | | |  | |  |
| 5 | Learner listens and confirms the responses and seeks clarification with rep 1 when required with regards to the code of ethics topic. | | |  | |  |
| 6 | Learner records the responses from the rep 1. | | |  | |  |
| 7 | Learner thanks rep 1 and finish the interview. | | |  | |  |
| **Comments** | | | | | | |
| *Insert comments here…*  Throughout the stakeholder interview, the learner exhibited professionalism by acting politely and respectfully. They were able to have a meaningful conversation with the agent by skillfully framing their queries using pertinent wording. The learner demonstrated a deep comprehension of the subject topic by asking appropriate questions related to the code of ethics review.  In addition, the student demonstrated active listening abilities and concentration by paying close attention to the representative's comments and asking questions as needed. Their genuine care for the experience and happiness of the stakeholder was evident in their inquiry into whether the stakeholder was receiving consistent and adequate assistance in dealing with the code of ethics.  The learner not only participated actively in the interview process but also showed organizational skills by carefully documenting the representative's comments, guaranteeing correct recording of the data collected during the interview. The learner ended the interview with a pleasant note by thanking the agent for the encounter.   Overall, the learner successfully carried out their role and duties during the stakeholder interview, which was completed with proficiency. They demonstrate a noteworthy degree of professionalism and participation in the assessment process by their ability to ask pertinent questions, communicate well, and show concern for the viewpoint of the stakeholders. | | | | | | |

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| **OBSERVATION CHECKLIST**  **Stakeholder Interview**  assessor to complete the following | | | |
| **2** | **Interview with REP 2** | SATISFACTORY | UNSATISFACTORY |
| 1 | Learner conducts themselves to the rep 2 in a professional manner. |  |  |
| 2 | During the meeting, the learner asks the 3 interview questions using relevant terminology to elicit information. |  |  |
| 3 | Learner’s questions were relevant to review of the code of ethics. |  |  |
| 4 | Learner asks if the stakeholder was receiving consistent and appropriate service in dealing with the code of ethics. |  |  |
| 5 | Learner listens and confirms the responses and seeks clarification with rep 2 when required with regards to the code of ethics topic. |  |  |
| 6 | Learner records the responses from the rep 2. |  |  |
| 7 | Learner thanks rep 2 and finish the interview. |  |  |
| **Comments** | | | |
| *Insert comments here…*  The student demonstrated professionalism throughout the stakeholder interview with REP 2 by acting politely and respectfully, which led to a productive exchange with the representative. They ensured clarity and accuracy in their queries by skillfully framing their questions using pertinent wording.   In addition, the student showed that they understood the material well by asking questions that directly related to the code of ethics review, demonstrating that they understood all of the important ideas and factors involved.   In addition, the student demonstrated active listening abilities by paying close attention to REP 2's comments and expressing that they understood the material. They also showed initiative by asking questions when needed and making sure they understood the rule of conduct completely.  In terms of organizational abilities, the student carefully documented the answers from REP 2, keeping precise records of the data collected throughout the interview. They thanked the representative and acknowledged their time and involvement in the evaluation process as the interview came to an end.    All things considered, the learner successfully carried out their role and obligations during the stakeholder interview with REP 2. Their impressive level of professionalism and attention to the assessment goals is demonstrated by their ability to connect with the representative, ask pertinent questions, and communicate effectively. | | | |

Part 2– Post Employee/Stakeholder interview

Question # 01:

Yes, Reconstruction IT Solutions did offer the employee continuous and suitable assistance in adhering to its code of ethics. They were given a lot of advice on moral standards, with a focus on integrity, openness, and civil relationships with stakeholders and clients. This made sure that the organization had a strong base for moral behavior.

Question # 02:

In terms of negotiating Reconstruction IT Solutions' code of ethics, the customer did indeed obtain consistent and suitable service. Any concerns brought up were quickly resolved by the company, guaranteeing customer satisfaction. In order to ensure the code of ethics remains relevant and effective in addressing new ethical issues in the corporate world, it is also reviewed on a regular basis.

Question # 03:

Change 1:

In response to input, staff members should abstain from disclosing private information or disparaging stakeholders, clients, or coworkers on their personal social media profiles. Confidentiality is guaranteed, and professional integrity is upheld.  
  
Change 2:

Workers must behave in their employer's best interests by abstaining from any behaviors that would cause the company to lose their expertise or reveal private information. By doing this, the employer's interests are protected and an environment of trust and accountability is promoted among the workforce.