# Workplace Assessment Task 2.1 – Observation Form

*(This form is for the assessor’s use only)*

## **Purpose**

This *Observation Form* lists the practical skills that the candidate must demonstrate/perform while completing **Workplace Assessment Task 2.1.**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Workplace Assessment Task 2.1.

## **Task Overview**

For this task, the candidate is required to perform the workplace activity identified in Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2.

During the course of this assessment, the candidate will:

* Complete each workplace activity in accordance with legal and ethical requirements they identified in Practical Assignment Task 4 and Task 5, and their workplace’s policies and procedures.
* Use the strategies for ensuring non-judgmental practice that they created in Workplace Assessment Task 1.
* Use effective problem-solving techniques when exposed to competing value systems.

In this task, the candidate will be assessed on:

* Practical knowledge of legal and ethical requirements that apply to your role
* Practical skills relevant to completing workplace activities
* Practical skills relevant to solving problems involving competing values systems

## **Instructions to the Assessor**

### Before the assessment

* Organise workplace resources required for the candidate to complete this assessment.
* Discuss this assessment task with the candidate, including the practical skills they need to demonstrate during this task and the criteria for satisfactorily demonstrating each skill.
* Review this form with the candidate and address any queries or concerns they may have about it.

### During the assessment

* Observe the candidate as they complete the Workplace Assessment Task.
* For each practical skill listed in this observation form:
  + Tick YES if you confirm you have observed the candidate demonstrate/perform the practical skill.
  + Tick NO if you have not observed the candidate demonstrate/perform the practical skill.
* If you ticked YES, provide the date when you observed the candidate demonstrate the skill.
* Write specific comments on the candidate’s performance in each criterion. Your feedback/insights will help address any area/s for improvement.

### After the assessment

* Complete all parts of the *Observation Form*, including the *Assessor Declaration* on the last page of this form. Your signature must be handwritten.

## **Candidate Details**

|  |  |
| --- | --- |
| Candidate name |  |
| Title/designation |  |

## **Assessor Details**

|  |  |
| --- | --- |
| Candidate is observed and assessed by |  |
| Training Organisation |  |
| Relevant qualifications held |  |

## **Context of the Assessment**

|  |  |
| --- | --- |
| Workplace/organisation |  |
| Workplace supervisor |  |
| Workplace policy and procedures for adhering to legal requirements | Policy  Assessor to specify the policy here  Procedures  Assessor to specify the procedures here |
| Workplace policy and procedures for meeting ethical responsibilities | Policy  Assessor to specify the policy here  Procedures  Assessor to specify the procedures here |
| Resources required for the assessment | Organisation/workplace (or similar environment) where the candidate will complete this assessment.  Current legislation, regulations and codes of practice  Organisation policies, procedures and protocols |

## **Candidate Assessment Briefing**

|  |  |
| --- | --- |
| Date of assessment briefing |  |

|  |  |
| --- | --- |
| **The assessor confirms:** | **YES/NO** |
| 1. They have discussed with the candidate the workplace task they are required to complete for this assessment. | YES  NO |
| 1. The candidate understands they will be assessed while completing this workplace task, as well as any document(s) they will complete as part of this task. | YES  NO |
| 1. They have discussed with the candidate instructions how they are to undertake the workplace task. | YES  NO |
| 1. They have provided the candidate guidance on how they can satisfactorily complete the task. | YES  NO |
| 1. They have discussed with the candidate the practical skills (listed below) they are required to demonstrate while completing this task. | YES  NO |
| 1. They have addressed the candidate’s questions or concerns about the workplace task and the assessment process. | YES  NO |

# Observation Form

|  |  |  |  |
| --- | --- | --- | --- |
| Workplace Activity |  | Date: |  |
| Time: |  |

**TO THE ASSESSOR: The criteria below is not based on any specific workplace activity. Before the assessment, you must adapt and contextualise the criteria below so that they align with the workplace activity that the candidate must perform as part of this assessment, as specified in** ***Preliminary Task: Before Proceeding With Workplace Assessment Task 2.1 – 3.2*.**

| **While performing the workplace activity:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate adheres to legal requirements in work practice.   **The assessor must contextualise the criteria below based on the legal requirements identified in Practical Assignment Task 4.** |  |  |  |
| * 1. The candidate adheres to legal requirements provided in the Privacy Act 1988. |  |  |  |
| * + 1. The candidate only collects and records information on clients and stakeholders that are necessary for one or more of the company's functions or activities. | YES  NO |  |  |
| * + 1. The candidate provides a notice clearly stating the goals, purpose and process of data collection prior to collecting any personal information on clients or stakeholders. | YES  NO |  |  |
| * + 1. The candidate stores all personal information in a secure system that classifies the information separately from marketing-related information and data. | YES  NO |  |  |
| * 1. The candidate adheres to legal requirements provided in the Disability Discrimination Act 1992. |  |  |  |
| 1. The candidate does not withhold services or access to facilities to a client or stakeholder on the basis of their disability. | YES  NO |  |  |
| 1. The candidate provides assistance to clients or stakeholders with disability in accessing the organisation's services and facilities for sporting activities. | YES  NO |  |  |
| 1. The candidate provides clients or stakeholders with disability with the same materials or equipment that they provide other clients or stakeholders that may or may not have disabilities. | YES  NO |  |  |
| * 1. The candidate adheres to legal requirements while following their workplace's policies and procedures.   **The assessor must contextualise the criteria below based on the policies and procedures of the candidate’s workplace.** |  |  |  |
| 1. The candidate uses the official form or template of the company for recording information from clients and stakeholders. | YES  NO |  |  |
| 1. The candidate uses the company’s prescribed spiel to inform the client or stakeholder of the purpose of data collection. | YES  NO |  |  |
| 1. The candidate follows company protocol by recording information regarding data they entered into the company’s database system into the proger log book. | YES  NO |  |  |
| 1. The candidate refers the client to the company policy on access to services and facilities to answer any concerns about access. | YES  NO |  |  |
| 1. The candidate follows the company procedure for assisting a client with accessing a service or facility. | YES  NO |  |  |
| 1. The candidate follows the company policy on inclusion by assisting the client in engaging in activities with various people with and without disabilities. | YES  NO |  |  |
| * 1. The candidate adheres to legal requirements according to the scope of their own role.   **The assessor must contextualise the criteria below based on the scope of the candidate’s role, as indicated in *Details About Your Workplace*.** |  |  |  |
| 1. The candidate collects information only from the clients and stakeholders assigned to them. | YES  NO |  |  |
| 1. While providing information on the purpose of data collection, the candidate asks for assistance from their supervisor, equipment manager or an interpreter to use appropriate adjustments to address any communication needs. | YES  NO |  |  |
| 1. The candidate secures the signature of their supervisor before entering any data into the organisation’s database. | YES  NO |  |  |
| 1. While discussing company policies and procedures, the candidate provides a correct interpretation or explanation, without adding in any additional info such as personal ideas, experiences, etc. | YES  NO |  |  |
| 1. The candidate assists the client with accessing services and facilities without interfering or infringing upon their independence or right to choice. | YES  NO |  |  |
| 1. While assisting clients to use equipment or resources, the candidate provides correct instructions and uses appropriate modeling and motivation techniques. | YES  NO |  |  |
| 1. The candidate adheres to ethical requirements in work practice.   **The assessor must contextualise the criteria below based on the ethical requirements identified in Practical Assignment Task 5.** |  |  |  |
| 1. The candidate adheres to ethical requirements provided in the NDIS Code of Conduct. |  |  |  |
| 1. The candidate provides correct and factual information to clients and stakeholders with disability at all times. | YES  NO |  |  |
| 1. The candidate promptly reports an observed instance of violence towards a client or stakeholder with disability to their supervisor. | YES  NO |  |  |
| 1. The candidate respects the privacy of the client or stakeholder with disability by refraining from joining or interrupting their conversation with others. | YES  NO |  |  |
| 1. The candidate adheres to ethical requirements provided in the ACWA Code of Ethics. |  |  |  |
| 1. The candidate communicates with a colleague to address or correct unethical actions or behaviour in a timely manner. | YES  NO |  |  |
| 1. Upon a client's request, the candidate provides the client with a means to file a complaint. | YES  NO |  |  |
| 1. The candidate seeks advice from supervisors or other colleagues when they encounter a challenge or difficulty that they cannot address on their own. | YES  NO |  |  |
| 1. The candidate adheres to ethical requirements while following their workplace's policies and procedures.   **The assessor must contextualise the criteria below based on the policies and procedures of the candidate’s workplace.** |  |  |  |
| 1. The candidate answers all questions by clients and stakeholders honestly. | YES  NO |  |  |
| 1. The candidate follows their workplace's protocol for reporting instances of violence by filling out their organisation's Issues Log and submitting it to their supervisor. | YES  NO |  |  |
| 1. The candidate follows company protocol by refraining from using their cell phones or doing personal activities while waiting for a client to finish meeting privately with their friends or family. | YES  NO |  |  |
| 1. The candidate adheres to company procedures by keeping and submitting a record of their meeting minutes when approaching a colleague regarding unethical actions or behaviours. | YES  NO |  |  |
| 1. The candidate complies with the company procedures on complaints handling by providing the client with the official complaint form of their organisation. | YES  NO |  |  |
| 1. The candidate adheres to company protocol by following the chain of command and approaching their supervisor before asking a manager or the company owner regarding questions or concerns about their work. | YES  NO |  |  |
| 1. The candidate adheres to ethical requirements according to the scope of their own role.   **The assessor must contextualise the criteria below based on the scope of the candidate’s role, as indicated in *Details About Your Workplace*.** |  |  |  |
| 1. The candidate refers the client to their supervisor for assistance with questions that are beyond their work role and responsibility. | YES  NO |  |  |
| 1. The candidate verifies all narrative reports and information and affixes their signature before submitting Issues Logs. | YES  NO |  |  |
| 1. The candidate performs other duties that are part of their role, such as record-keeping and assessing progress, while waiting for a client to finish meeting privately with friends or family. | YES  NO |  |  |
| 1. The candidate approaches a colleague regarding unethical behaviours or actions in a professional and objective manner, as part of their work role. | YES  NO |  |  |
| 1. The candidate listens and politely responds to complaints as part of their work role. | YES  NO |  |  |
| 1. The candidate modifies or adjusts their work approaches or practices based on a manager or supervisor's advice. | YES  NO |  |  |
| 1. The candidate uses problem-solving techniques when exposed to competing values systems. | YES  NO |  |  |
| 1. The candidate consults with people relevant to or affected by the competing value systems (e.g. clients, a supervisor, a manager, etc).   **The assessor must specify the people consulted by the candidate for this part of the task.**  Person 1:  Person 2:  *Modify answer fields as necessary.* | YES  NO |  |  |
| 1. The candidate identifies the two competing value systems.   **The assessor must specify the two value systems that the candidate identified for this part of the task.**  Value System 1:  Value System 2: | YES  NO |  |  |
| 1. The candidate discusses the two competing value systems with the relevant or affected people. | YES  NO |  |  |
| 1. The candidate discusses the ethical responsibilities of the people involved. | YES  NO |  |  |
| 1. The candidate facilitates a discussion between all people involved to come up with one solution.   **The assessor must specify the solution agreed upon by all people involved.**  Solution: | YES  NO |  |  |
| 1. The candidate implements the solution.   **The assessor must contextualise the criteria below based on the solution identified.** |  |  |  |
| * 1. The candidate assists the client in contacting other more qualified service providers so they could play wheelchair rugby. | YES  NO |  |  |
| * 1. The candidate observes the client as they undergo a physical examination to determine whether they are physically capable of playing wheelchair rugby. | YES  NO |  |  |
| * 1. The candidate provides the client's support workers with a list of safety equipment that the client will need to participate safely in a wheelchair rugby game. | YES  NO |  |  |
| * 1. The candidate provides the support workers with a monitoring form for recording their observations while the client participates in a game of wheelchair rugby. | YES  NO |  |  |
| 1. The candidate evaluates the outcome of the solution.   **The assessor must contextualise the criteria below based on the outcomes of the solutions implemented.** |  |  |  |
| * 1. The candidate asks the client if they are satisfied with their experience. | YES  NO |  |  |
| * 1. The candidate asks the health professional looking after the client to ask whether they are still concerned regarding the physical safety of the client. | YES  NO |  |  |
| 1. The candidate determines whether any additional actions are needed.   **The assessor must contextualise the criteria below based on the outcomes of the solutions implemented.** |  |  |  |
| * 1. The candidate asks the client if they wish to make any adjustments to the wheelchair rugby game that they participate in. | YES  NO |  |  |
| * 1. The candidate asks the health professional if they wish to run any tests or implement any additional precautions to safeguard the client's physical wellbeing. | YES  NO |  |  |
| 1. The candidate discusses information regarding the conflict with their supervisor, including: |  |  |  |
| * 1. The conflict | YES  NO |  |  |
| * 1. The solution they used | YES  NO |  |  |
| * 1. The results | YES  NO |  |  |
| * 1. Future actions that need to be done to fully resolve the conflict | YES  NO |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate, whose name appears above, perform the workplace activity identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2.1 – 3.2*.  I confirm that the information recorded on this *Observation Form* is true and accurately reflects the candidate’s performance during their completion of the workplace task. | |
| Assessor’s signature |  |
| Assessor’s name |  |
| Date signed |  |

End of Workplace Assessment – Observation Form