# Workplace Assessment Task 3.1 – 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 3.1.**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Workplace Assessment Task 3.1.

## **Task Overview**

For this task, the candidate is required to contribute to improvements in the workplace by:

1. Suggest improvements to work practices to meet legal and ethical responsibilities. This is accomplished by answering Workplace Assessment Task 3.1 Supplementary Questions.
2. Arrange a meeting with your supervisors and colleagues.
3. Meet with their supervisors and colleagues to share feedback regarding workplace practices and organisational policies, procedures and protocols.

In this task, the candidate will be assessed on:

* Practical skills relevant to suggesting improvements to meet job responsibilities
* Practical skills relevant to sharing feedback to colleagues and supervisors

## **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 |  |
| Resources required for the assessment | Meeting Minutes template, or the organisation’s template for recording meeting minutes  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

|  |  |
| --- | --- |
| Date: |  |
| Time: |  |

**TO THE ASSESSOR: The criteria below is not based on any specific workplace. Before the assessment, you must adapt and contextualise the criteria below so that they align with the policies, procedures and protocols of the candidate’s workplace.**

## Part 1. Meeting with Supervisors

| **While doing workplace activities:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate contacts their supervisors to invite them for a meeting regarding improvements to work practices.   Assessor to tick the box that indicates the approach used by the candidate to contact their supervisors.  ☐ sending a request through an email  ☐ approaching their supervisor and verbally asking for a meeting  ☐ sending a formal request through a note or letter  ☐ Others: | YES  NO |  |  |
| 1. The candidate receives and confirms the acknowledgment from their supervisors to attend the meeting. | YES  NO |  |  |
| 1. The candidate provides feedback on the organisation’s compliance with legal requirements. |  |  |  |
| 1. The candidate states the organisation’s protocol or work practice that is not compliant with any relevant legal requirement.   For a satisfactory performance, the protocol or work practice that the candidate states must be consistent with the protocol or work practice that they identified in item i of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate states the legal requirement being breached by the identified protocol or work practice.   For a satisfactory performance, the legal requirement that the candidate states must be consistent with the legal requirement identified in item i of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate explains why the protocol or work practice is not consistent with the legal requirement stated. | YES  NO |  |  |
| 1. The candidate suggests an improvement to the protocol or work practice so that it can meet the identified legal requirement.   For a satisfactory performance, the suggestion must be consistent with the suggestion raised in item ii of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate provides feedback on the organisation’s compliance with ethical responsibilities. |  |  |  |
| 1. The candidate states the organisation’s protocol or work practice that is not compliant with any relevant ethical responsibility.   For a satisfactory performance, the protocol or work practice that the candidate states must be consistent with the protocol or work practice that they identified in item iii of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate states the ethical responsibility being breached by the identified protocol or work practice.   For a satisfactory performance, the ethical responsibility that the candidate states must be consistent with the ethical requirement identified in item iii of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate explains why the protocol or work practice is not consistent with the ethical responsibility stated. | YES  NO |  |  |
| 1. The candidate suggests an improvement to the protocol or work practice so that it can meet the identified ethical responsibility.   For a satisfactory performance, the suggestion must be consistent with the suggestion raised in item iv of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate provides a general statement summarising the suggestions they have raised.   For a satisfactory performance, the general statement must summarise or state in simple terms the two suggestions that they raised. | YES  NO |  |  |
| 1. The candidate asks the meeting attendees for their feedback or suggestions. |  |  |  |
| 1. The candidate asks each supervisor for their feedback or suggestions. | YES  NO |  |  |
| 1. The candidate asks the meeting attendees if they have any questions. | YES  NO |  |  |
| 1. The candidate answers all questions clearly and promptly. | YES  NO |  |  |
| 1. The candidate thanks each person for their questions, feedback or suggestions. | YES  NO |  |  |

|  |  |
| --- | --- |
| Date: |  |
| Time: |  |

## Part 2. Meeting with Colleagues

| **While doing workplace activities:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate contacts their colleagues to invite them for a meeting regarding improvements to work practices.   Assessor to tick the box that indicates the approach used by the candidate to contact their colleagues.  ☐ sending a request through an email  ☐ approaching them and verbally asking for a meeting  ☐ sending a formal request through a note or letter  ☐ Others: | YES  NO |  |  |
| 1. The candidate receives and confirms the acknowledgment from their colleagues to attend the meeting. | YES  NO |  |  |
| 1. The candidate provides feedback on the organisation’s compliance with legal requirements. |  |  |  |
| 1. The candidate states the organisation’s protocol or work practice that is not compliant with any relevant legal requirement.   For a satisfactory performance, the protocol or work practice that the candidate states must be consistent with the protocol or work practice that they identified in item i of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate states the legal requirement being breached by the identified protocol or work practice.   For a satisfactory performance, the legal requirement that the candidate states must be consistent with the legal requirement identified in item i of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate explains why the protocol or work practice is not consistent with the legal requirement stated. | YES  NO |  |  |
| 1. The candidate suggests an improvement to the protocol or work practice so that it can meet the identified legal requirement.   For a satisfactory performance, the suggestion must be consistent with the suggestion raised in item ii of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate provides feedback on the organisation’s compliance with ethical responsibilities. | YES  NO |  |  |
| 1. The candidate states the organisation’s protocol or work practice that is not compliant with any relevant ethical responsibility.   For a satisfactory performance, the protocol or work practice that the candidate states must be consistent with the protocol or work practice that they identified in item iii of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate states the ethical responsibility being breached by the identified protocol or work practice.   For a satisfactory performance, the ethical responsibility that the candidate states must be consistent with the ethical requirement identified in item iii of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate explains why the protocol or work practice is not consistent with the ethical responsibility stated. | YES  NO |  |  |
| 1. The candidate suggests an improvement to the protocol or work practice so that it can meet the identified ethical responsibility.   For a satisfactory performance, the suggestion must be consistent with the suggestion raised in item iv of Workplace Assessment Task 3.1 – Supplementary Questions. | YES  NO |  |  |
| 1. The candidate provides a general statement summarising the suggestions they have raised.   For a satisfactory performance, the general statement must summarise or state in simple terms the two suggestions that they raised. | YES  NO |  |  |
| 1. The candidate asks the meeting attendees for their feedback or suggestions. |  |  |  |
| 1. The candidate asks each colleague for their feedback or suggestions. | YES  NO |  |  |
| 1. The candidate asks the meeting attendees if they have any questions. | YES  NO |  |  |
| 1. The candidate answers all questions clearly and promptly. | YES  NO |  |  |
| 1. The candidate thanks each person for their questions, feedback or suggestions. | YES  NO |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate, whose name appears above,   * suggest improvements to work practices to meet legal and ethical responsibilities. * arrange a meeting with their supervisors and colleagues * meet with at their supervisors and colleagues to share feedback regarding workplace practices and organisational policies, procedures and protocols.   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