# Case Study Task 2.2 – 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 **Case Study Task 2.2.**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Case Study Task 2.2.

## **Task Overview**

For this task, while being observed by the assessor, the candidate is required to report the following to their supervisor:

* Changes in Hannah’s physical condition
* Their effects on her wellbeing
* Situations that are outside your job scope

In this task, the candidate will be assessed on their:

* Practical knowledge relevant to organisational policies and procedures in reporting.
* Practical skills relevant to reporting the following:
  + Changes in a person’s physical condition
  + Indications that the person’s physical situation is affecting their wellbeing

## **Instructions to the Assessor**

### Before the assessment

* Organise access to the environment and resources required to complete this assessment, including one volunteer to act as the candidate’s supervisor.
* Provide the candidate with copies of relevant policies and procedures (e.g reporting changes in a person’s physical condition and reporting indications that the person’s physical situation is affecting their wellbeing)
* Advise the candidate on the time and location of the assessment.
* Discuss with the candidate the practical skills listed in the Observation Form prior to the assessment.
* Brief the candidate on their role in this assessment.
* Brief the volunteers on their role in the assessment.
* Address the candidate’s queries and concerns regarding this task.

### During the assessment

* Observe the candidate as they complete the Case Study Task.

The candidate’s supervisor will also be present to supervise and instruct the candidate as they complete the workplace task assigned to them.

* 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**

|  |  |  |
| --- | --- | --- |
| Assessment environment | Real workplace/organisation | Simulated environment |
| Mode of observation | Direct observation | Observation via video recording |
| Workplace/organisation |  | |
| Resources required for the assessment | Organisation/workplace (or similar environment) where the candidate will complete this assessment.  A volunteer to act as the candidate’s supervisor  Progress Notes Template | |
| Contextualisation | Assessor to specify below contextualisation they have done to this observation form.  State/territory legislation, regulations, and standards  Workplace systems  Others (please specify):  Summary:  Assessor to provide a summary of the contextualisation done here | |

## **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

| **During the role play activity:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate follows organisational procedures in reporting the changes in Hannah’s physical condition. |  |  |  |
| 1. Any changes to the client’s physical condition and wellbeing must be reported verbally to the supervisor. | YES  NO |  |  |
| 1. The changes should be documented in the progress notes immediately or as soon as practicable. | YES  NO |  |  |
| 1. The candidate reports the health situations that are beyond scope of their own role to the supervisor. |  |  |  |
| * 1. The candidate describes the changes they have observed in Hannah’s physical condition.   These must be consistent with what they answered in Task 2.1 | YES  NO |  |  |
| * 1. The candidate explains the indications that Hannah’s physical situation is affecting her wellbeing.   These must be consistent with what they answered in Task 2.1 | YES  NO |  |  |
| * 1. The candidate lists medical responses or interventions that are beyond the scope of their role.   These must be consistent with what they answered in Task 2.1 | YES  NO |  |  |
| * 1. The candidate asks supervisor for references who may help with the medical response or intervention Hannah needs. | YES  NO |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **During the role play activity:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate reports what they have noticed as objectively as possible: |  |  |  |
| 1. The candidate only includes information that is explicitly stated in the scenario.   **Note to the assessor: Examples of assumptions are ‘the support worker neglecting the client for two months’ or ‘the support worker physically abusing the client’.** | YES  NO |  |  |
| 1. The candidate answers any questions that the supervisor may have. | YES  NO |  |  |
| 1. The candidate completes the progress notes. | YES  NO |  |  |
| 1. File client records in line with Lotus Compassionate Care Privacy and Confidentiality Policy. |  |  |  |
| * 1. The candidate does any of the following:   All physical records are stored securely in locked filing cabinets in the organisation’s archive.  Digital files are saved in dedicated file folders, which are protected by a password known only to select personnel | YES  NO |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate, whose name appears above, report changes to Hannah’s physical condition, their effects on her wellbeing and situations that are outside their job scope.  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 Case Study – Observation Form