# Case Study Task 4.3 – 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 4.3**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Case Study Task 4.3.

## **Task Overview**

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

* Report the possible indicators of abuse and neglect
* Report situations beyond scope of your own role
* Seek appropriate support

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

* Practical knowledge relevant to the scope of your job role.
* Practical skills relevant to reporting possible indicators of abuse and neglect.
* Practical skills relevant to reporting situations beyond the scope of your own role to relevant persons.
* Practical skills relevant to seeking appropriate support.

## **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 possible indicators of abuse and neglect)
* 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  Abuse Incident Report Form 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 incident of abuse or neglect: |  |  |  |
| * 1. Incidents that occur outside the Lotus Compassionate Care property must be immediately reported through a phone call to the Workplace Supervisor. | YES  NO |  |  |
| * 1. The candidate completes an Incident Report Form within 24 hours of the incident. | YES  NO |  |  |
| * 1. The candidate submits the Incident Report Form to the supervisor. | YES  NO |  |  |
| 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: An example of assumptions is the support worker neglecting the client for two months or the support worker physically abusing the client.** | YES  NO |  |  |
| 1. The candidate reports the indicators of possible abuse they have noted.   The indicators reported should be consistent with the scenario. | YES  NO |  |  |
| 1. The candidate reports the indicators of possible neglect they have noted.   The indicators reported should be consistent with the scenario. | YES  NO |  |  |
| 1. The candidate answers any questions that the supervisor may have. | YES  NO |  |  |

| **During the role play activity:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate verbally confirms that the supervisor will investigate the matter. | YES  NO |  |  |
| 1. The candidate acknowledges that helping Trina with her financial issues is outside their job scope. | YES  NO |  |  |
| 1. The candidate coordinates with funding support and assistance programs that could help Trina with her financial needs. |  |  |  |
| 1. The candidate asks for referrals for funding support or assistance programs. | YES  NO |  |  |
| 1. The candidate looks for details to contact or access the funding support or assistance programs. | YES  NO |  |  |
| 1. The candidate coordinates mental help support/counselling for Trina. |  |  |  |
| 1. The candidate asks referral from their supervisor for psychologists. | YES  NO |  |  |
| 1. The candidate looks for the psychologist’s contact details on the computer to share with Trina. | YES  NO |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate, whose name appears above, report the indicators of possible neglect they have identified to the supervisor.  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