# Case Study Task 2.2 Role Play – 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, the candidate is required to manage the conflict between Maria and Bradley.

In this task, the candidate will be assessed on their practical skills relevant to managing conflict using effective communication strategies and techniques.

## **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 Maria
  + One volunteer to act as Bradley
* 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.
* 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 Case Study 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**

|  |  |  |
| --- | --- | --- |
| Assessment environment | Real workplace | Simulated environment |
| Workplace/organisation | This may be the candidate's training organisation. | |
| Resources required for the assessment | One volunteer to act as Maria  One volunteer to act as Bradley | |

## **Candidate Assessment Briefing**

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

|  |  |
| --- | --- |
| **The assessor confirms:** | **YES/NO** |
| 1. They have discussed with the candidate the case study task they are required to complete for this assessment. | YES  NO |
| 1. The candidate understands they will be assessed while completing this case study 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 on how they are to undertake the case study 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 case study task and the assessment process. | YES  NO |

# Observation Form

| **During this task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate defuses the conflict situation between Maria and Bradley. |  |  |  |
| * 1. The candidate asks Maria and Bradley for a few minute break. | YES  NO |  |  |
| * 1. The candidate accompanies Bradley outside for a few minutes. | YES  NO |  |  |
| * 1. After a few minutes, the candidate asks Maria and Bradley if they are okay to proceed with the meeting. | YES  NO |  |  |
| * 1. The candidate resumes the meeting in a calm manner. | YES  NO |  |  |
| 1. The candidate resolves the conflict situation between Maria and Bradley. | YES  NO |  |  |
| 1. The candidate reiterates points Maria has raised previously in a constructive and open manner, including: |  |  |  |
| 1. Maria’s sentimental attachment to her things. | YES  NO |  |  |
| 1. The value Maria puts on these things. | YES  NO |  |  |
| 1. The candidate reiterates points Bradley has raised previously in a constructive and open manner, including: |  |  |  |
| 1. Bradley is concerned for Maria’s health and safety. | YES  NO |  |  |
| 1. Recalling the instance when Maria tripped on the pile of boxes, severely injuring her hip. | YES  NO |  |  |
| 1. The candidate asks Maria the following: |  |  |  |
| 1. What she thinks will be gained in keeping her things that are considered rubbish, such as milk cartons, bottle caps, and old newspapers. | YES  NO |  |  |
| 1. What she thinks will be the consequences of her hoarding on her health and wellbeing. | YES  NO |  |  |
| 1. What she thinks will be the consequences of her hoarding on Bradley’s health and wellbeing. | YES  NO |  |  |
| 1. What she thinks will be the consequences of her hoarding on Maria and Bradley’s relationship. |  |  |  |
| 1. The candidate asks Bradley the following: |  |  |  |
| 1. What he thinks will be the consequences of Maria’s hoarding on her health and wellbeing. | YES  NO |  |  |
| 1. What he thinks will be the consequences of Maria’s hoarding on Bradley’s health and wellbeing. | YES  NO |  |  |
| 1. What he thinks will be the consequences of her hoarding on Maria and Bradley’s relationship. | YES  NO |  |  |
| 1. The candidate asks Maria the following: |  |  |  |
| 1. Suggestions for addressing the problem. | YES  NO |  |  |
| 1. How she thinks these suggestions will address the problem. | YES  NO |  |  |
| 1. The candidate asks Bradley the following: |  |  |  |
| 1. Suggestions for addressing the problem. | YES  NO |  |  |
| 1. How he thinks these suggestions will address the problem. | YES  NO |  |  |
| 1. The candidate asks Maria which of the suggestions raised she can agree to. | YES  NO |  |  |
| 1. The candidate asks Bradley which of the suggestions raised he can agree to. | YES  NO |  |  |
| 1. The candidate asks if Maria and Bradley are both agreeable to these suggestions. | YES  NO |  |  |
| 1. The candidate asks if Maria and Bradley have additional concerns or feedback about the solutions. | YES  NO |  |  |
| 1. The candidate asks Bradley how he feels about the agreed solutions. | YES  NO |  |  |
| 1. The candidate uses effective communication. | YES  NO |  |  |
| 1. Validating and affirming Maria’s feelings and perspective, including: | YES  NO |  |  |
| 1. Using words or phrases like ‘I understand, that must be hard, I understand your frustration’ | YES  NO |  |  |
| 1. Nodding and maintaining eye contact with Maria. | YES  NO |  |  |
| 1. Giving Maria a chance to speak instead of cutting her sentences. | YES  NO |  |  |
| 1. Politely asking Bradley not to interrupt Maria when it’s her turn to speak. | YES  NO |  |  |
| 1. Validating and affirming Bradley’s feelings and perspective, including: | YES  NO |  |  |
| 1. Using words or phrases like ‘I understand, that must be hard, I understand your frustration’ | YES  NO |  |  |
| 1. Nodding and maintaining eye contact with Bradley. | YES  NO |  |  |
| 1. Giving Bradley a chance to speak instead of cutting her sentences. | YES  NO |  |  |
| 1. Politely asking Maria not to interrupt Bradley when it’s his turn to speak. | YES  NO |  |  |
| 1. The candidate demonstrates sensitivity and self-awareness when speaking with Maria and Bradley, including: | YES  NO |  |  |
| 1. Avoiding making insensitive comments or remarks about Maria’s hoarding problem. | YES  NO |  |  |
| 1. Avoiding negative words such as ‘rubbish,’ ‘waste of space,’ or ‘junk’ | YES  NO |  |  |
| 1. Avoiding making Maria feel embarrassed about her hoarding problem | YES  NO |  |  |
| 1. The candidate demonstrates active listening.   This includes: |  |  |  |
| 1. Paraphrasing | YES  NO |  |  |
| 1. Summarising | YES  NO |  |  |
| 1. Appropriate non-verbal language, e.g. proper posture, maintaining eye contact. | YES  NO |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate, whose name appears above, roleplay a discussion with Maria and Bradley (volunteers) to defuse and resolve the conflict.  I confirm that the information recorded on this *Observation Form* is true and accurately reflects the candidate’s performance during their completion of the case study task. | |
| Assessor’s signature |  |
| Assessor’s name |  |
| Date signed |  |

End of Case Study Assessment – Observation Form