# Case Study Task 3.1 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 3.1.**

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

## **Task Overview**

For this task, the candidate is required to help defuse the situation and avoid further conflict between Danny and the parents.

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 one of the parents
  + One volunteer to act as Danny
* 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 one of the parents  One volunteer to act as Danny | |

## **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 to 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 Danny and the parent by asking Danny to step outside while they talk to the parent. | YES  NO |  |  |
| 1. The candidate assists in avoiding further conflict with the parent. |  |  |  |
| 1. The candidate tells the parent they have taken note of their concern. | YES  NO |  |  |
| 1. The candidate advises the parent that they will relay their concern to their supervisor. | YES  NO |  |  |
| 1. The candidate uses effective communication. | YES  NO |  |  |
| 1. Asserting their stand in the conversation with the parents without getting into an argument. |  |  |  |
| 1. Talking in a direct and straightforward manner. | YES  NO |  |  |
| 1. Avoiding using uhm | YES  NO |  |  |
| 1. Maintaining appropriate eye contact | YES  NO |  |  |
| 1. Talking in a neutral and calm voice. | 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, to help defuse the situation and avoid further conflict between Danny and the parents.  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