# Workplace Assessment Task 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 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 1.

## **Task Overview**

For this task, the candidate is required to access and review workplace documents relevant to their role and clarify their understanding with their supervisor.

During this task, the candidate will:

1. Access and review at least two workplace documents relating to their role.

*Workplace documents relating to your role may include policies and procedures you must comply with, written instructions for completing a task, etc.*

1. While being observed by your assessor, meet with the supervisor to:
   * 1. Go over the information in the workplace documents they reviewed and
     2. Confirm with them that they have understood these documents correctly.

The candidate must be observed by the assessor while completing this task.

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

* Practical knowledge of workplace documents relevant to their role.
* Practical skills relevant to clarifying own understanding with the supervisor.

## **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**

|  |  |  |
| --- | --- | --- |
| Assessment environment | Real workplace | Simulated environment |
| Workplace/organisation |  | |
| Resources required for the assessment | Workplace/organisation or a similar environment  Workplace supervisor  Workplace documents relevant to the candidate’s role  *Workplace documents relating to their role may include policies and procedures the candidate must comply with, written instructions for completing a task, etc.* | |

## **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 on 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

## **Document 1**

**Instructions to the Assessor:** The criteria below are currently contextualised to **organisational policies and procedures**.

Before the assessment, the criteria listed below must be contextualised further to align with the actual document accessed and reviewed by the candidate.

|  |  |
| --- | --- |
| Relevant document | Assessor to specify, e.g. policies and procedures |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate accesses **policies and procedures** relevant to their role.   The assessor to specify how the candidate accesses these policies and procedures.  (For a satisfactory performance, there must be at least one ticked)  Organisational/workplace intranet or SharePoint site  A hard copy of the staff handbook  Local storage on a computer/laptop  Others (assessor to specify): | YES  NO |  |  |
| 1. The candidate reads these policies and procedures. | YES  NO |  |  |
| 1. The candidate meets with the supervisor to clarify their understanding of these policies and procedures. |  |  |  |
| 1. The candidate orally summarises the policies in their own words.   Assessor to specify policies the candidate discussed | YES  NO |  |  |
| 1. The candidate confirms with the supervisor if they have understood these policies correctly and accurately. | YES  NO |  |  |
| 1. The candidate orally outlines the procedures under these policies in their own words.   Assessor to specify procedures the candidate discussed | YES  NO |  |  |
| 1. The candidate confirms with the supervisor if they have understood these procedures correctly and accurately. | YES  NO |  |  |
| 1. The candidate demonstrates effective communication throughout their discussion with the supervisor. |  |  |  |
| 1. The candidate uses active listening, including: |  |  |  |
| * 1. Paraphrasing | YES  NO |  |  |
| * 1. Summarising | YES  NO |  |  |
| * 1. Using verbal affirmations such as ‘I understand,’ ‘Alright,’ ‘Got it.’ | YES  NO |  |  |
| 1. The candidate uses effective questioning, including: |  |  |  |
| * 1. Asking yes-no questions | YES  NO |  |  |
| * 1. Asking probing questions | YES  NO |  |  |
| 1. The candidate uses non-verbal communication to demonstrate respect. |  |  |  |
| 1. The candidate maintains appropriate eye contact with the supervisor | YES  NO |  |  |
| 1. The candidate maintains proper posture (avoiding slouching) | YES  NO |  |  |
| 1. The candidate follows the workplace’s dress code | YES  NO |  |  |
| 1. The candidate occasionally nods to acknowledge what the supervisor is saying. | YES  NO |  |  |
| 1. The candidate uses workplace/industry terminologies correctly and accurately throughout their discussion with the supervisor.   The assessor to list below terminologies the candidate used correctly and accurately.  (For a satisfactory performance, there must be at least two terminologies listed here) | YES  NO |  |  |

## **Document 2**

**Instructions to the Assessor:** The criteria below are currently contextualised to **procedures for completing a workplace task**.

Before the assessment, the criteria listed below must be contextualised further to align with the actual document accessed and reviewed by the candidate.

|  |  |
| --- | --- |
| Relevant document | Assessor to specify, e.g. procedures for completing a workplace task |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate accesses **the workplace task procedures** relevant to their role.   The assessor to specify how the candidate accesses these workplace task procedures.  (For a satisfactory performance, there must be at least one ticked)  Organisational/workplace intranet or SharePoint site  Instructions sent through email  Instructions relayed by the supervisor verbally  Local storage on a computer/laptop  Others (assessor to specify): | YES  NO |  |  |
| 1. The candidate reviews these **workplace task procedures.** | YES  NO |  |  |
| 1. The candidate meets with the supervisor to clarify their understanding of these **workplace task procedures.** |  |  |  |
| 1. The candidate orally summarises the workplace task procedures as they have understood them. | YES  NO |  |  |
| 1. The candidate confirms with the supervisor if they have understood these workplace task procedures correctly and accurately. | YES  NO |  |  |
| 1. The candidate demonstrates effective communication throughout their discussion with the supervisor. |  |  |  |
| 1. The candidate uses active listening, including: |  |  |  |
| * 1. Paraphrasing | YES  NO |  |  |
| * 1. Summarising | YES  NO |  |  |
| * 1. Using verbal affirmations such as ‘I understand,’ ‘Alright,’ ‘Got it.’ | YES  NO |  |  |
| 1. The candidate uses effective questioning, including: |  |  |  |
| * 1. Asking yes-no questions | YES  NO |  |  |
| * 1. Asking probing questions | YES  NO |  |  |
| 1. The candidate uses non-verbal communication to demonstrate respect. |  |  |  |
| 1. The candidate maintains appropriate eye contact with the supervisor | YES  NO |  |  |
| 1. The candidate maintains proper posture (avoiding slouching) | YES  NO |  |  |
| 1. The candidate follows the workplace’s dress code | YES  NO |  |  |
| 1. The candidate occasionally nods to acknowledge what the supervisor is saying. | YES  NO |  |  |
| 1. The candidate uses workplace/industry terminologies correctly and accurately throughout their discussion with the supervisor.   The assessor to list below terminologies the candidate used correctly and accurately.  (For a satisfactory performance, there must be at least two terminologies listed here) | YES  NO |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate whose name appears above:   * access and review workplace documents relevant to their role, and * clarify their understanding with their 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 Workplace Assessment – Observation Form