# Workplace Assessment Task 2 – Observation Form

*(This form is for the assessor’s use only)*

This *Observation Form* lists the practical skills that the candidate must demonstrate/perform while completing **Workplace Assessment Task 2.**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Workplace Assessment Task 2.

## **Task Overview**

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

1. Use work practices that:
   * Allow them to value and respect diversity and inclusiveness.
   * Promote a culturally safe environment.
   * Involve the use of appropriate verbal and non-verbal communication.
2. Contribute to the development of workplace relationships.

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

* Practical knowledge of self-awareness and social awareness
* Practical knowledge of cultural safety
* Practical skills relevant to communicating verbally and non-verbally
* Practical skills relevant to showing respect for diversity

## **Instructions to the Assessor**

### Before the assessment

* Organise workplace resources required for this assessment.
* Contextualise the criteria in this observation form so that they align with:
  + Policies and protocols of the candidate’s workplace
  + The diverse needs of people in the workplace, including the candidate
* Advise the candidate on the time and location of the 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**

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| --- | --- |
| Candidate name |  |
| Title/designation |  |

## **Assessor Details**

|  |  |
| --- | --- |
| Candidate is observed and assessed by |  |
| Training Organisation |  |
| Relevant qualifications held |  |

## **Context of the Assessment**

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| --- | --- | --- |
| Assessment environment | Real workplace/organisation | Simulated environment |
| Mode of observation | Direct observation | Observation via video recording |
| Workplace/organisation |  | |

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| Resources required for the assessment | A workplace/organisation or similar environment  Visual aids to assist in communication |
| Contextualisation | Assessor to specify below contextualisation they have done to this observation form.  Workplace policies and protocols relevant to working respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people  Equipment, tools, and facilities available in the candidate’s workplace  Diverse needs of people in the workplace, including the candidate  Others (please specify):  Summary:  Assessor to provide a summary of the contextualisation done here |

## **Candidate Assessment Briefing**

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| Date of assessment briefing |  |

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| **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 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 workplace task and the assessment process. | YES  NO |

# Observation Form

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate values and respects diversity.   The assessor to specify at least two actions performed by the candidate that shows that they value and respect diversity.  For a satisfactory performance, these actions must show that the candidate deems the traits and abilities of diverse people as positive and useful assets to the workplace. These actions must be consistent with any procedures identified in the organisational policies and protocols of the candidate’s workplace that are relevant to working respectfully with people from diverse social and cultural groups and situations. |  |  |  |
| 1. The candidate compliments coworkers from diverse backgrounds on their unique approaches or practices when doing work activities. | YES  NO |  |  |
| 1. The candidate refrains from making remarks on social or cultural items or accessories (e.g. cultural clothing, religious items, etc.)   *Add more rows as needed.* | YES  NO |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate values and respects inclusion.   The assessor to specify at least two actions performed by the candidate that shows that they value and respect inclusion.  For a satisfactory performance, these actions must show that the candidate considers equality, equity and fairness for all people as positive and useful values to uphold in the workplace. These actions must be consistent with any procedures identified in the organisational policies and protocols of the candidate’s workplace that are relevant to working respectfully with people from diverse social and cultural groups and situations. |  |  |  |
| 1. The candidate expresses their commitment to providing inclusive services to all their clients. | YES  NO |  |  |
| 1. The candidate offers assistance to all clients, regardless of their social or cultural backgrounds.   *Add more rows as needed.* | YES  NO |  |  |
| 1. The candidate takes steps to remember or address their own limitations.   The assessor to identify the steps that the candidate took to remember or address their own limitations.  For a satisfactory performance, the steps that the candidate took must be relevant to the ways for self-improvement that they performed in Workplace Assessment Task 1 (e.g. the steps they take now must be a continuation of the actions they performed when they sought to address their limitations). |  |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate wears a lapel mic to help them speak in a loud and clear manner. | YES  NO |  |  |
| 1. The candidate carries visual aids (e.g. brochures and printed pictures) to aid them in explaining important product or service details.   *Add more rows as needed.* | YES  NO |  |  |
| 1. The candidate takes steps to remember and address their limitations in terms of their social awareness.   The assessor to identify the steps that the candidate took to remember or address their limitations in terms of their social awareness.  For a satisfactory performance, the steps that the candidate took must be relevant to the ways for self-improvement that they performed in Workplace Assessment Task 1 (e.g. the steps they take now must be a continuation of the actions they performed when they sought to address their limitations in terms of their social awareness). |  |  |  |
| 1. The candidate informs their coworkers and supervisor regarding their self-limitations and limitations on their social awareness. | YES  NO |  |  |
| 1. The candidate asks their supervisor or coworkers regarding the possible clients they may have. | YES  NO |  |  |
| 1. The candidate carries a pocket translator to aid them in understanding others.   *Add more rows as needed.* | YES  NO |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate uses work practices that promote cultural safety.   For a satisfactory performance, the candidate’s work practices must be consistent with the practices prescribed in their organisation’s policies and protocols relevant to when working respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people |  |  |  |
| 1. The candidate uses work practices that provides protective factors for diverse clients.   These protective factors are elements that prevent clients from being exposed to risks such as health issues, discrimination or other factors that can negatively affect a client’s health and wellbeing. |  |  |  |
| 1. The candidate refers to care plans or individualised plan when communicating to others about their diverse needs. | YES  NO |  |  |
| 1. The candidate encourages others to voice out their concerns so that he may assist with any difficulties.   *Add more rows as needed.* | YES  NO |  |  |
| 1. The candidate uses work practices that considers the clients’ care needs.   These care needs can include items, services and forms of assistance that a client may need because of a physical, mental or emotional issue. | YES  NO |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate makes use of illustrations and pictures when discussing service options with people with diverse communication needs. | YES  NO |  |  |
| 1. The candidate provides others with extra time to think of a response before rephrasing a question or asking again.   *Add more rows as needed.* | YES  NO |  |  |
| 1. The candidate uses work practices that provide a safe environment for diverse people. |  |  |  |
| 1. The candidate uses politically correct or non-discriminatory wording when communicating with others. This involves avoiding the use of racist or discriminatory remarks (e.g. Abo, Autist, boomer, etc.) | YES  NO |  |  |
| 1. b. The candidate performs work tasks with coworkers of different sexes and genders. The candidate does not avoid or pass up on work tasks that require them to work with the opposite sex or a people with a different gender.   *Add more rows as needed.* | YES  NO |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate uses verbal and non-verbal communication constructively to establish relationships.   The assessor to specify the actions that the candidate performed to communicate for the purpose of establishing relationships.  For a satisfactory performance, the candidate’s work practices must be consistent with the practices prescribed in their organisation’s policies and protocols relevant to communicating to establish relationships. |  |  |  |
| 1. The candidate asks questions about the other person’s communication preferences. | YES  NO |  |  |
| 1. The candidate asks questions about the other person’s social or cultural practices or beliefs relevant to the conversation. | YES  NO |  |  |
| 1. The candidate uses gestures that are appropriate to the other person’s cultural background. | YES  NO |  |  |
| 1. The candidate uses facial expressions that are appropriate to the other person’s cultural background. | YES  NO |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate uses verbal and non-verbal communication constructively to develop mutual trust.   The assessor to specify the actions that the candidate performed to communicate for the purpose of developing mutual trust.  For a satisfactory performance, the candidate’s work practices must be consistent with the practices prescribed in their organisation’s policies and protocols relevant to communicating to develop trust. |  |  |  |
| 1. The candidate uses sentences that focus on themselves (I and me) instead of the other person (you). | YES  NO |  |  |
| 1. The candidate asks open-ended questions(i.e. what, where, when, how and why questions). | YES  NO |  |  |
| 1. The candidate uses appropriate pictures or visual aids during the conversation. | YES  NO |  |  |
| 1. The candidate uses touch (e.g. putting a hand on the other’s shoulder) to convey trust. | YES  NO |  |  |
| 1. The candidate uses verbal and non-verbal communication constructively to maintain effective confidence.   Assessor to specify the actions that the candidate performed to communicate for the purpose of maintaining confidence.  For a satisfactory performance, the candidate’s work practices must be consistent with the practices prescribed in their organisation’s policies and protocols relevant to communicating to maintain confidence. |  |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate restates or rephrases statements made by the other person. | YES  NO |  |  |
| 1. The candidate provides a summary of what the other person has said. | YES  NO |  |  |
| 1. The candidate uses facial expressions that express willingness or eagerness to work with the other person (e.g. smiling) | YES  NO |  |  |
| 1. The candidate uses actions or gestures that reflect a positive relationship (e.g. shaking hands, giving a fist bump) | YES  NO |  |  |
| 1. The candidate contributed to the development of workplace relationships.   Assessor to specify the actions that the candidate performed to develop workplace relationships.  For a satisfactory performance, the candidate must perform at least two actions that help to improve workplace relationships. Workplace relationships in this context are relationships that you have with your colleague, boss, employee, or client that you develop for social and personal reasons in your workplace. | YES  NO |  |  |
| 1. Bringing snacks made of kosher ingredients that the candidate can share with their jewish coworkers. | YES  NO |  |  |
| 1. Wearing a pin that promotes appreciation of people with disabilities to show support for a coworker who has a disability. | YES  NO |  |  |

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| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| 1. The candidate contributed to the development of professional relationships.   Assessor to specify the actions that the candidate performed to develop professional relationships.  For a satisfactory performance, the candidate must perform at least two actions that help to improve professional relationships. Professional relationships in this context are relationships that you have with your colleague, boss, mentor, or client that you develop for the purposes of maintaining, improving and advancing your career. | YES  NO |  |  |
| 1. Supporting a manager’s ideas about having a third bathroom for people of a different gender. | YES  NO |  |  |
| 1. Providing a suggestion to the management to train all staff on how to assist hearing-impaired clients, based on a client’s suggestions. | YES  NO |  |  |

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| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate whose name appears above:   1. Use work practices that:    * Allow them to value and respect diversity and inclusiveness.    * Promote a culturally safe environment.    * Involve the use of appropriate verbal and non-verbal communication. 2. Contribute to the development of workplace relationships.   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