# Workplace Assessment Task 3 – 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 3.**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Workplace Assessment Task 3.

## **Task Overview**

For this task, the candidate is required to resolve differences and address difficulties that they encounter while performing the work activities identified in *Preliminary Task – Before Proceeding With Workplace Assessment Task 2 – 4* while being observed by the assessor.

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

* Practical knowledge of diversity considerations
* Practical skills relevant to resolving differences and addressing difficulties

## **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
  + 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**

|  |  |
| --- | --- |
| 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 | A workplace/organisation or similar environment |
| Contextualisation | Assessor to specify below contextualisation they have done to this observation form.  Workplace policies and protocols relevant to resolving differences and addressing difficulties in the 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**

|  |  |
| --- | --- |
| 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 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 attempts to resolve differences. |  |  |  |
| 1. The candidate asks all parties involved to move to a private area where they can sit down. | YES  NO |  |  |
| 1. The candidate verbally commits to finding ways to resolve differences in a manner that is acceptable or appropriate to all parties involved.   For a satisfactory performance, the candidate’s statement must match the appropriate verbal statement of assurance, if available, that is provided in the policies and protocols of the candidate’s organisation. | YES  NO |  |  |
| 1. The candidate asks all parties about what had happened. |  |  |  |
| * 1. The candidate asks all parties to use I or me statements when describing events. | YES  NO |  |  |
| * 1. The candidate asks all parties to direct the statements to you, and not to other people. | YES  NO |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| * 1. The candidate asks all parties to provide explanations regarding practices, behaviours, attitudes or actions that they find inappropriate based on their social or cultural background. | YES  NO |  |  |
| * 1. The candidate asks all parties to provide information on their social or cultural perspectives that may have contributed to the events. | YES  NO |  |  |
| 1. The candidate restates all of the basic facts regarding the events that occurred. | YES  NO |  |  |
| 1. The candidate proposes ways to resolve the differences. |  |  |  |
| 1. The candidate enumerates different ways to resolve the differences.   For a satisfactory performance, the ways to resolve the differences must comply with all of the following requirements: |  |  |  |
| * Fair for all parties involved, i.e. does not show favour towards one person over the other | YES  NO |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| * Respectful of all parties’ age, disability, education, race, gender, sexual identity, language, societal role or ethnic background | YES  NO |  |  |
| * Inclusive (i.e. can be used when assisting a person from a different background) | YES  NO |  |  |
| * Protects the self-image or self-confidence of all parties involved | YES  NO |  |  |
| * Addresses the physical, mental, social or spiritual needs of all parties involved | YES  NO |  |  |
| 1. The candidate evaluates each way to resolve the differences by explaining their pros and cons. | YES  NO |  |  |
| 1. The candidate asks for the opinion of all parties involved. | YES  NO |  |  |
| 1. The candidate chooses a solution that all parties agree to.   If the parties fail to agree on a solution, select N/A. | YES  NO  N/A |  |  |
| 1. The candidate creates a plan for implementing the solution within a given timeframe.   If the parties fail to agree on a solution, select N/A. | YES  NO  N/A |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate implements the plan by having all parties involved acknowledge the plan in place.   If the parties fail to agree on a solution, select N/A. | YES  NO  N/A |  |  |
| 1. The candidate asks all parties involved to send regular updates about their experiences or difficulties encountered.   If the parties fail to agree on a solution, select N/A. | YES  NO  N/A |  |  |
| 1. The candidate addresses difficulties with appropriate people. |  |  |  |
| 1. The candidate explains to the person that they are experiencing difficulties. | YES  NO  N/A |  |  |
| 1. The candidate provides a summary of the difficulty they are experiencing. | YES  NO  N/A |  |  |
| 1. The candidate uses *I* and *me* statements to narrate the difficulty they are experiencing. | YES  NO  N/A |  |  |
| 1. The candidate explains what factor or element is causing the difficulty for them. | YES  NO  N/A |  |  |
| 1. The candidate states the procedure for addressing such difficulties, based on their organisation’s policies and protocols. | YES  NO  N/A |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate takes the appropriate steps to resolve the difficulty.   For a satisfactory performance, the steps taken must be consistent with the procedures provided within the policies and protocols of the candidate’s organisation.  Assessor to list down the steps that the candidate took to address the difficulty:       *Add more rows as needed.* | YES  NO  N/A |  |  |
| 1. If outlined within their organisation’s policies and protocols, the candidate seeks the assistance of another person in their workplace.   Other people in the workplace that the candidate may approach for assistance are people who have the ability to assist the candidate in addressing difficulties that they are either not prepared for or not authorised to address by themselves.  If the candidate is not required to approach another person for assistance as per their organisation’s policies and protocols, select N/A.  Assessor to identify the other person that the candidate approached for assistance: | YES  NO  N/A |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate requests for a consultation with the other person.   The candidate can request for a consultation in person (i.e. asking them face-to-face) or by sending a message (i.e. through email). | YES  NO  N/A |  |  |
| 1. The candidate provides a summary of the difficulty they encountered. |  |  |  |
| 1. The candidate uses *I* and *me* statements to narrate the difficulty they are experiencing. | YES  NO  N/A |  |  |
| 1. The candidate explains what factor or element is causing the difficulty for them. | YES  NO  N/A |  |  |
| 1. The candidate states the procedure for addressing such difficulties, based on their organisation’s policies and protocols. | YES  NO  N/A |  |  |
| 1. The candidate promptly answers all questions asked by the other person. | YES  NO  N/A |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate asks for instructions on what to do next. |  |  |  |
| 1. The candidate discusses a plan of action with the other person. | YES  NO  N/A |  |  |
| 1. The candidate asks about their role in the plan. | YES  NO  N/A |  |  |
| 1. The candidate promptly answers all questions asked by the other person. | YES  NO  N/A |  |  |
| 1. The candidate collaborates with the other person to implement the action plan.   For a satisfactory performance, the candidate must perform all of the actions associated with their role in the plan, as discussed with the other person.  Assessor to list down the actions that the candidate performed as part of the implementation of the action plan:       *Add more rows as needed.* | YES  NO  N/A |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate addresses misunderstandings with appropriate people. |  |  |  |
| 1. The candidate explains to the person that there has been a misunderstanding. | YES  NO  N/A |  |  |
| 1. The candidate provides a summary of the misunderstanding that occurred. | YES  NO  N/A |  |  |
| 1. The candidate uses *I* and *me* statements to narrate the difficulty they are experiencing. | YES  NO  N/A |  |  |
| 1. The candidate explains what is causing the misunderstanding.   For a satisfactory performance, the cause must be relevant to features of diversity, e.g. differences in age, gender, culture, religion, etc. | YES  NO  N/A |  |  |
| 1. The candidate states the procedure for addressing the issue caused by the misunderstanding, based on their organisation’s policies and protocols. | YES  NO  N/A |  |  |

| **During this workplace task:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate takes the appropriate steps to resolve the issue created by the misunderstanding.   For a satisfactory performance, the steps taken must be consistent with the procedures provided within the policies and protocols of the candidate’s organisation.  Assessor to list down the steps that the candidate took to address the difficulty:       *Add more rows as needed.* | YES  NO  N/A |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate whose name appears above, resolve differences and address difficulties that they encounter while performing work activities.  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