# Workplace Assessment Task 4 – 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 4.**

This form is to be completed by the candidate’s assessor to document their observations on the candidate’s performance in Workplace Assessment Task 4.

## **Task Overview**

For this task, the candidate is required to overcome a language barrier that you encounter while performing the work activities you 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 language barriers
* Practical skills relevant to overcoming language barriers
* Practical skills relevant to seeking the assistance of interpreters or other persons

## **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  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 overcoming language barriers 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

| **While attempting to address or overcome the language barrier:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate invites the other person to sit down so they can work together to resolve the issue. | YES  NO |  |  |
| 1. The candidate Informs the other person that they (the candidate and the other person) are having difficulty communicating because of a language barrier. | YES  NO |  |  |
| 1. The candidate reassures the other person that they are committed to overcoming this language barrier and communicating more effectively with the client. | YES  NO |  |  |
| 1. The candidate uses appropriate non-verbal communication practices to aid them in reassuring the other person.   The assessor to specify at least two actions performed by the candidate that are consistent with communicating non-verbally to reassure others.  For a satisfactory performance, these actions must be consistent with any procedures identified in the organisational policies and protocols of the candidate’s workplace that are relevant to communicating non-verbally to reassure others. | YES  NO |  |  |
| 1. The candidate smiles and uses a normal tone. | YES  NO |  |  |
| 1. The candidate faces the other person directly when talking to them. | YES  NO |  |  |
| 1. The candidate maintains a relaxed posture while leaning forward to show attentiveness and concern.   *Add more rows as needed.* | YES  NO |  |  |

| **While attempting to address or overcome the language barrier:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate uses effective strategies to communicate in the most efficient way possible.   The assessor to specify the strategies used.  **(For a satisfactory performance, there must be at least two ticked here)**  Build the client’s vocabulary by defining key terms and concepts  Asking open-ended questions to assist a client in clarifying what they mean  Using repetition and routines by repeating the use of a certain word in different sentences or contexts  Using visuals to provide context clues and direct definitions  Being patient and giving the client enough time to think and communicate in their own pace | YES  NO |  |  |
| 1. The candidate build the client’s vocabulary by defining key terms and concepts. |  |  |  |
| 1. The candidate identifies terms or concepts that are vital to their discussion with the other person. | YES  NO  N/A |  |  |
| 1. The candidate asks the other person what this term or concept means. | YES  NO  N/A |  |  |
| 1. The candidate validates the other person’s knowledge by using an appropriate comment. | YES  NO  N/A |  |  |
| 1. The candidate defines what the term or concept means in the context that they are using it. | YES  NO  N/A |  |  |
| 1. The candidate asks the other person if they have any questions about this term or concept. | YES  NO  N/A |  |  |

| **While attempting to address or overcome the language barrier:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate asks open-ended questions to assist a client in clarifying what they mean. |  |  |  |
| 1. The candidate rephrases an unclear statement that the other person gave. | YES  NO  N/A |  |  |
| 1. The candidate uses open-ended questions, i.e. questions that are not answerable by yes or no only. | YES  NO  N/A |  |  |
| 1. The candidate confirms their understanding by rephrasing the unclear statement again using the information that they have gained from asking open-ended questions. | YES  NO  N/A |  |  |
| 1. The candidate uses repetition and routines by repeating the use of a certain word in different sentences or contexts |  |  |  |
| 1. The candidate defines a word that is vital to their discussion with the candidate (i.e. jargon or complex words) | YES  NO  N/A |  |  |
| 1. The candidate uses this word in more than 5 sentences throughout their discussion. | YES  NO  N/A |  |  |
| 1. The candidate uses visuals to provide context clues and direct definitions. |  |  |  |
| 1. The candidate shows visuals, i.e. pictures, flash cards or images on brochures, while rephrasing their earlier statements or discussions. | YES  NO  N/A |  |  |

| **While attempting to address or overcome the language barrier:** | **YES/NO** | **Date observed** | **Assessor’s comments** |
| --- | --- | --- | --- |
| 1. The candidate lets the other person hold the visual while they continue with the discussion. | YES  NO  N/A |  |  |
| 1. The candidate asks the other person if they are familiar with the image provided on the visual | YES  NO  N/A |  |  |
| 1. The candidate gives the other person enough time to think and communicate in their own pace |  |  |  |
| 1. The candidate rephrases their previous statements. | YES  NO  N/A |  |  |
| 1. The candidate encourages the other person to ask questions if they still do not understand what was being said. | YES  NO  N/A |  |  |
| 1. The candidate pauses and waits between 30 to 60 seconds to let the other person think. | YES  NO  N/A |  |  |
| 1. The candidate informs the client that they will be requesting assistance from an interpreter, another person, or both, as per the policies and protocols of their organisation.   For a satisfactory performance, the candidate’s statement must be aligned with their organisation’s policies and protocols. These policies and protocols will state which situations require the assistance of an interpreter, a supervisor or another person. | YES  NO  N/A |  |  |

|  |  |
| --- | --- |
| **Assessor Declaration**  By signing here, I confirm that I have observed the candidate whose name appears above, overcome a language barrier that you 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