**Observation Checklist**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Unit Code** | BSBCMM211 | | **Unit Title** | | | Apply communication skills | | | |
| **Student Name:** |  | | | | | **Assessor Name:** |  | | |
| **Assessment/evidence gathering conditions:** | | | | | | | | | |
| Instructions:   * Assessors are to ensure that students have read the Student Handbook and understand the assessment process. * Assessors are required to observe the student successfully carry out work tasks applicable to this unit in real or simulated work conditions. * Assessors must reference the unit of competence and training materials to ensure that they are fully conversant with the standards required before signing off on a student’s satisfactory performance. * All work tasks associated with each element May be assessed together to show industry appropriate workflow. * Observation of the student should be completed over a number of occasions and in different contexts where possible. This helps to ensure that sufficient evidence is collected for a reliable judgment to be made about the skills the student has demonstrated against the requirements of the unit. Each task should be formatively assessed during the training process. The “date observed” columns are to be signed off as summative assessment when the assessor observes the student confidently perform the tasks correctly, completely and without supervision. * If questions are asked during the observation, notes and student responses can be noted in the “feedback/notes” section or the back of the document. * If a student is observed incorrectly performing a task, the assessor should make a note in the comments sections along with the date. The student should then be retrained or reminded how the task should be performed correctly. | | | | | | | | | |
| **EDUCATIONAL ADJUSTMENTS MADE** | | | | | | | | | |
| **Formatting** | Altered print size and layout  Audio Provided     Images to support text  Simplified language | | | | | | | | |
| **Time** | Extra Time      Rest Break     Administered in segments | | | | | | | | |
| **Assistive Technology** | Word Processor     Speech to text     Calculator | | | | | | | | |
| **Environmental** | Alternate location       Reduced audience      Support person present | | | | | | | | |
| **Student Declaration** | I have been provided with instructions about the assessment task and understand what is required of me to achieve a satisfactory result | | | | | **Student Signature** |  | | |
| **Dimensions of Competency and Foundation Skills**  **When completing work tasks, did the student:** | | | | | | | | | |
| Implement safe working practices? | | Y | | N | Work well with others? | | | Y | N |
| Perform and manage tasks effectively and efficiently? | | Y | | N | Communicate effectively? | | | Y | N |
| Complete tasks within required timeframes? | | Y | | N | Use technology effectively? | | | Y | N |
| Make decisions and solve problems in non-routine situations? | | Y | | N | Demonstrate appropriate level of language, literacy and numeracy for the workplace? | | | Y | N |

Note to assessor: the observations should cover the Performance Evidence and Performance Criteria of the unit.

The Business Services Implementation Manual for Version 7.0 of the Training Package provides additional advice to provide trainers and assessors with insight from industry practitioners, peak bodies and other RTOs that will assist with creating meaningful and effective support material for learners. <https://vetnet.gov.au/Pages/download.aspx?url=https://vetnet.gov.au/Public%20Documents/Business%20Services%20Interpretation%20Manual%20V1.0.pdf>

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| --- | --- | --- | --- |
| **#** | **Observation Item** | **Assessor**  **Initial/**  **Date** | **Assessor**  **Initial/**  **Date** |
| **1** | Identify work task |  |  |
| **2** | Identify communication channels in the organisation |  |  |
| **3** | Identify relevant stakeholders |  |  |
| **4** | Seek advice from supervisor on communication methods |  |  |
| **5** | Plan verbal communication |  |  |
| **6** | Use verbal communication to communicate with stakeholders |  |  |
| **7** | Use non-verbal behaviour to communicate with stakeholders |  |  |
| **8** | Seek and respond to feedback on communication |  |  |
| **9** | Identify formats for written information according to organisational policies and procedures |  |  |
| **10** | Draft written information and submit to supervisor for approval |  |  |
| **11** | Seek and respond to feedback on written communication |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Satisfactory**  **Not Satisfactory** | | | **Due date for reassessment (if required):** |  | |
| **Feedback to Student:** | | | | | |
|  | | | | | |
| **Student Signature** |  | **Assessor Signature** | | |  |