

Tips for workplace observers



What is the role of a workplace observer?

They work alongside the trainee doing a job.

They directly see and hear what the trainee does and says.

They are described as the 'eyes' and 'ears' of the assessor.

They paint a clear picture or tell the story about the trainee's competency for the assessor to satisfy assessment requirements.

What is observation?

Observation is when you have seen or heard a trainee perform the task.



What is verification?

Verification is when you verify evidence from a trainee (e.g., reporting of a change in a person's condition or incident report).



A workplace observer should:

- **Document** what they saw and/or heard and/or sighted.
- **Use specific examples of the trainee's** performance that are relevant to the statement in the observation.
- Base observations on what they have **seen** and **heard**.
- Use **workplace documentation** as evidence for observations, such as competencies.
- **Date** and **sign**, where indicated, in the observation form.
- **Offer resit opportunities** if needed for areas not meeting requirements.
- **Write specific comments/examples** in every section that requires them.
- **Ask questions** when needed to ensure the trainee's understanding and competence of the skill required.
- Start with the **trainee's name** in the comments.



A workplace observer shouldn't:



- **Make generalised statements** about trainee's performance (e.g., "did well").
- **Just tick boxes** and sign at the bottom of the observation form.
- Sign off a trainee **if they are not 100%** confident in their competency to do the task.
- Base observations on something witnessed **more than 12 months ago**.

Remember

- Communication with the assessor is important, as they will make the final judgement call if the trainee is competent.
- If you are unsure with what is required, you can discuss with the assessor.

More resources for workplace observers can be found at careerforce.org.nz/observers