



4. Show it: Being professional

Observation form

Trainee instructions

This is a practical on-job task. Ask your verifier (who may also be your supervisor) or assessor to complete the observation form for this task. They will observe you while working. They will look at:

- how professionally you behave
- how you work in a team.

Important note: Read over the observation form first so you are familiar with the performance your verifier/supervisor and assessor expects to see.

You may also attach evidence from work you have done already to support your competence. However, this is optional. If you do add optional evidence, tick the evidence you are submitting below. Attach it to your assessment, with the task number clearly marked. Evidence may include:

- ☐ discussions and meeting notes with your supervisor
- ☐ a copy of your performance appraisal
- ☐ certificates or proof of professional development courses that you have done
- ☐ feedback from customers
- ☐ feedback from other staff
- ☐ a copy of a journal you may have kept
- ☐ other (specify):

Verifier/supervisor and assessor instructions

Complete the observation forms to confirm that the trainee's actions consistently meet the unit standard requirements.

Trainee name

Skills/tasks to be demonstrated

The trainee demonstrated the following professional practice specific to their role (tick at least **three** that apply and provide details below):

- | | |
|--|--|
| <input type="checkbox"/> managed their personal wellness | <input type="checkbox"/> kept up a good public image which they can maintain |
| <input type="checkbox"/> demonstrated good personal presentation | <input type="checkbox"/> led by example and was a role model for both their peers and the public |
| <input type="checkbox"/> demonstrated good time management skills | <input type="checkbox"/> responded well to a level of authority |
| <input type="checkbox"/> was aware of their body language and using this appropriately | <input type="checkbox"/> other professional practice relevant to their role (please specify): |



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Assessor or verifier/supervisor comments and feedback specific to the performance of this task:

The trainee demonstrated **ALL** of the following:

- ☐ Contributed to team tasks.
- ☐ Communicated in a constructive way.
- ☐ Communicated in a way that fits with team dynamics.
- ☐ Communicated in a way that shows respect for others.

Assessor or verifier/supervisor comments and feedback specific to the performance of this task:

Verifier/supervisor details

Name:

Date:

Signature:

Assessor details

Name:

Date:

Signature: