

Assessment 2: Role Play

Stakeholder Interactions & Conflict Management

Observable Behaviours Checklist

Important note: This document is for guidance as to the observable behaviours you must demonstrate in the assessment discussion. The Assessor will complete their copy of the checklist.

Assessor use only

Board Meeting		
Student Name		
During the roleplay, the student has demonstrated the ability to:	Satisfactory	
	Yes	No
Open the meeting with an acknowledgement of Country or a Welcome to Country and observe other cultural protocols.	<input type="checkbox"/>	<input type="checkbox"/>
Participate in a range of interactions with members in the Aboriginal and Torres Strait Islander organisation and the community using:		
<ul style="list-style-type: none"> Using active listening and questioning techniques to gather information and confirm understanding. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Appropriate non-verbal communication and language style. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Presenting or requesting information using words and non-verbal features appropriate to the audience and context. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Participating in a range of verbal exchanges using appropriate tone, language and syntax to address stakeholders and disseminate information. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Recording spoken information clearly and accurately for future reference. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Addressing less predictable problems applying problem solving processes in determining solutions that meet organisational requirements. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Taking steps to build rapport and establish effective relationships. 	<input type="checkbox"/>	<input type="checkbox"/>

During the roleplay, the student has demonstrated the ability to:	Satisfactory	
	Yes	No
Deal with difficult situations using:		
<ul style="list-style-type: none"> • Problem solving techniques. 		
<ul style="list-style-type: none"> • Consideration for the audience, purpose and contextual factors. 	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • Assertiveness. 	<input type="checkbox"/>	<input type="checkbox"/>
Work as part of a team to gather stakeholder information.	<input type="checkbox"/>	<input type="checkbox"/>
Is reassessment required? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Reasonable adjustments made? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please record the type of adjustments made below under 'Comments' section		
Comments:		