

# *A day in the LIFE of an Assessor*

*Presented by Joan Leacock*



# ASSESSORS

- Support and assess people working towards qualifications in settings like colleges, training centres and the workplace.
- My job is to make sure that trainees meet all the occupational standards needed to achieve their qualification.

# Assessor Roles and Responsibilities

- **PLANS** with the candidate what evidence needs to be submitted to demonstrate competence as stated in the standards
- **ASSESSES** candidates when they are ready
- **PROVIDES** constructive feedback on evidence
- **ENCOURAGES** candidate even when they are willing to give up i.e. schedules, paperwork (WT, PS,)
- **CONSTANT RELATIONSHIP** with the Company/Centre

# Knowing my area of Expertise

- Proven Competence in the occupational area?
- Competent in the process of Assessment and
- Knowledge of occupational standards.
- Current industry experience?
- Good Communicator – oral and written skills
- A Good Negotiator?
- Be trustworthy and have integrity (explain)

# Assessment Centres

- Select persons with the knowledge and skill set (list with TVET or use experience of those already operating) Interview where possible
- Centre needs to have integrity for the whole process (understand what is needed, how to pay your assessors, have paperwork available)
- Involve your assessors with the process creating new instruments/integrated documents etc.

U28203 Manage your own resources and professional development: PC#9 get regular and useful feedback on your performance from those who are in a good position to judge it and provide objective and valid feedback

U29003 Develop productive working relationships with colleague: PC#8 Provide feedback to colleagues on your own performance in order to identify areas for improvement

U28303 Provide leadership in your area of responsibility: PC#11 Win through your performance, the trust and support of people within your area for your leadership and get regular feedback on your performance.

# KNOWING YOUR UNITS

e.g.  
Management  
Level 3

# Standardization Meetings

- Centres should have them regularly – once a month or bi-monthly, just to keep everyone abreast of changes
- This is coordinated by the IV of the centre, they will meet you/your candidate to ensure validity of the process – everyone on the same page
- Regular updates should be provided via email – not be caught unawares by demands of TVET

# What is the NVQ Coordinator, IV or EV to ME!

- NVQ Coordinator: point of contact from the centre for information about the candidate, company, extra paperwork, meeting schedules etc.
- IV: Construct standardization meetings, interview me and my candidate, complete paperwork on me and my portfolio construction i.e. tell me where I am going wrong



# What is the NVQ Coordinator, IV or EV to ME!

- EV: Operates on behalf of the TVET Council and informs the centre where it is going wrong re its assessors (me) not completing the process correctly, good/poor performance of all parties involved
- Quality Assurance: The Internal & External Verifier are looking for Clear audit trails from candidate to standards (no guesswork!) in the portfolio

# Rewards or NOT

Petrol

Encourage the Company  
Buy In

Hours

What we do for  
it!!!

Struggle with  
getting  
support from  
company i.e.  
NO  
ASSESSMEN  
T ALLOWED.

**THE  
PORTFOLIO!**



Broken  
promises

Assessment: What tasks  
need to be carried out. How  
long it is going to take. What  
types of evidence you will have  
to produce.

# The Candidate.....

- The Good, The Bad, The Indifferent
- Good: Those that are keen and remain keen throughout the process – as an assessor you do not have to work so hard to convince them to complete. They see its worth.
- Bad: Those that thought it would be an easy process and found out they had to do some work; or their company has decided that they are needed and cannot be spared.
- Indifferent: **TOTALLY DISENGAGED** but you were not told until 2 months into the process

# Assisting persons with literacy or learning issues

- As an assessor you have to be observant and listen for the cues as the person will not always tell you.
- When present make the following suggestions:
  - You tell me what you want to say and I will write it down in your own words
  - Let's tape/video this
  - Pictorial questionnaire (H&S)
  - Quiz

# FINALLY!

Ultimate Satisfaction-when you get it right and the client/customer/candidate is so pleased with the outcome and your assistance in getting them a qualification which is recognised. They then see its worth – and yours.....



# Assessment

...is the  
***engine***  
which drives  
***student learning***

(John Cowan)