



**Assessor Practitioner's Manual**

## **APPENDIX C**

### **Certified Assessor: Code of Conduct**



## **CERTIFIED ASSESSOR: CODE OF CONDUCT**

The JKR Code of Conduct conforms to the ethical standards expected in a Competency Based Assessment System (CBAS).

- Ethical standards include:
- following assessment system organisational policies and procedures;
  - ensuring privacy / confidentiality;
  - demonstrating inclusiveness;
  - following JKR standards relating to assessment;
  - ensuring assessment is guided by the principles of assessment and the rules of evidence;
  - using Code of Practice for Assessors;
  - duty of care under common law;
  - security of information;
  - confidentiality and privacy requirements.

### **Purpose**

To provide:

- Project Manager Assessors with direction on the standard of practice expected of them;
- Project Manager candidates with assurance of the standards of practice expected of Assessors; and
- The public generally, with assurance of the standards maintained by PROKOM in the delivery of its services.

### **Code**

#### **Needs of the Candidate**

The differing needs and requirements of the person being assessed (and the industry with which they are employed) are identified and handled with sensitivity. Not all candidates will have the same level of experience or expertise in project management. This is to be taken into account during the assessment process. Each candidate is to be taken seriously and shown due respect regardless of the quality of their submission.

#### **Conflict Of Interest**

Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals made, if necessary. If you have some concern with the candidate or their organization and you do not feel you can conduct the assessment without bias, the assessment is to be referred to another Assessor.

**Harassment**

All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes. PROKOM has a 'no tolerance' approach to harassment. There is to be no harassment of candidates. If the Assessor feels they are being harassed by the candidate, this issue is to be raised immediately with the Director of PROKOM, preferably with a written statement to substantiate any concerns. However, the Assessor should be aware that they have entered into a contract between themselves and the candidate, and it may be difficult for PROKOM to resolve an issue on their behalf.

**Candidate Right**

The rights of the candidate are protected during and after the assessment. The candidate has the right to have their privacy protected. The Assessor is not to discuss with anyone (except for the Director of PROKOM and the Verifier): the candidate or their organization, nor the quality or content of the candidate's work. All information retained by the Assessor is to be appropriately filed and is not to be provided to any person outside of themselves or PROKOM's Director. All information sent to PROKOM's Director for action and verification will be retained in a secure area.

**Confidentiality**

Confidentiality is maintained regarding assessment outcomes (Outcomes are only released with the written permission of the candidate). Assessors are not to discuss a candidate's results with anyone except for the Director of PROKOM or the Certification and Assessment Manager and the Verifier. There should not be a circumstance where a candidate's outcomes are required to be released, but if there is such a requirement, the candidate's written permission must firstly be obtained.

**Assessment Outcomes**

The assessment outcomes are used only for the purposes explained to the candidate. There is no requirement to use assessment outcomes for any other purpose other than to judge a candidate's competency for Certified Project Manager. PROKOM does not use these outcomes to ascertain statistics or for any other purpose.

**Personal Factors**

Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes. The Assessor must not allow personal biases towards the candidate to interfere with the assessment. If the Assessor feels these biases will influence the assessment, then the assessment is to be passed to another Assessor.

**Appeal Process**

The candidate is made aware of the rights and processes of appeal. If a candidate wishes to appeal any decision, it is to be submitted in accordance with PROKOM Appeals Process.



### **Evidence**

Evidence that is gathered during the assessment is assessed for validity, reliability, authenticity, sufficiency and currency. Evidence is to be assessed in keeping with PROKOM Assessment Process.

### **Assessment Decisions**

Assessment decisions are based on available evidence that can be produced and verified by PROKOM Verifier. Assessment is based on the evidence provided by the candidate. If this evidence is insufficient, further evidence is to be obtained from the candidate. If unsure, the Assessor is to discuss the matter with PROKOM Verifier before proceeding.

### **Assessments Process**

Assessments are conducted within the boundaries of the assessment system policies and procedures. Assessment is to be conducted in-keeping with the Assessment Process. If doubt exists regarding these policies and processes, they are to be raised with PROKOM's Director.

### **Equal Opportunity Legislation**

Assessment tools, systems and procedures are consistent with equal opportunity legislation. A PROKOM Assessor will abide by the equal opportunity legislation.

### **Reporting**

The candidate is informed of all assessment reporting processes prior to the assessment. Assessors are to ensure each candidate is advised of the assessment reporting processes prior to commencing the assessment.

### **Potential Consequences**

The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to an assessment. Assessors are to ensure each candidate is informed of the potential outcomes of the assessment prior to commencing the assessment.

### **Assessors Assessments**

Assessor self-assessments are periodically conducted to ensure current competencies against the Assessor Competency Standards. It is PROKOM's responsibility to verify sufficient assessments to gauge an Assessor's continued competence. If an Assessor requires retraining or continuation training, this is to be recommended by the Verifier to PROKOM's Director who will pass on this advice to the Assessor.

**Professional Conduct by the Assessor**

Assessors must honestly portray their own skills. Assessment, as well as the subsequent advice and recommendations of any form should, not exceed the boundaries of expertise of the Assessor. Communications with candidates must reflect the high professional standards of PROKOM. Offensive or abusive language will not be used under any circumstances. Personal presentation, dress and grooming will also reflect the professional standards of PROKOM.

**Professional Conduct in JKR**

Support of PROKOM and its Assessors is reflected in all communications. Assessors will portray themselves and PROKOM in a positive light. Assessors will support other PROKOM Assessors to candidates and not make negative or derisory comments in any form. All communications with candidates will reflect this approach. Any complaints by Assessors, about PROKOM or other Assessors must be made to the Director of PROKOM or the Director General of JKR and not to candidates or persons outside of JKR.

**Professional Development**

Professional development opportunities are identified and sought. Each Assessor should take the opportunity to improve their knowledge and skills.

**Networking**

Opportunities for networking amongst Assessors are created and maintained.

**Knowledge and Skills**

Each Assessor should take the opportunity to improve their knowledge and skills.

**Multiple Products Services**

The bundling of multiple products, together with PROKOM Certification Process, MUST BE TRANSPARENT to the candidates. All components must be clearly identified and articulated so that candidates know exactly what they are purchasing.

**Standards**

JKR standards and competencies for Certified Project Manager will be used by each Assessor.

**Guarantee**

There is no such thing as a Guarantee of Certified Project Manager. Assessors are not permitted to offer a "guarantee" to candidates.

### **Reflecting on how the CBAS Works**

Reflection may include asking critical questions about own ability, for example:

- what worked;
- what did not work;
- how the session could be improved;
- reviewing records and journals;
- critically evaluating personal performance.