



**Assessor Practitioner's Manual**

## **APPENDIX E**

### **Certified Assessor: Assessor Certification Process**



## APPENDIX E – Certified Assessor - Assessor Certification Process

### Routes to Qualification

#### 1. Candidate reviews website and/or contacts PROKOM

Information about eligibility to become a Certified Assessor is discussed with the candidate and they are referred to the website for the Assessor Certification Process in PROKOM.

#### 2. Assessor conducts pre assessment interview/discussion

All Assessors are endorsed by Panel of Certified Assessor only after strict guidelines are adhered to and they have undergone an induction process. Assessors are appointed to undertake assessment with an Assessor candidate or group of candidates.

##### i. Appendix E1

The Assessor Readiness Checklist is completed.

##### ii. Appendix E2

The Assessor discusses the Certified Assessor process (using pre-approved Participant's Self Assessment Readiness Check - to understand preliminary information about becoming a Certified Assessor. This discussion would revolve around:

- establishing candidates background and job requirements/professional development for certification;
- an explanation of the assessment and verification process;
- an explanation of the requirement to attend the Assessor Training program;
- documentation in relation to the types of evidence and assessment tools that will be used the program for Assessors (Assessment Record Book - ARB);
- making sure candidates understand the assessment tools and techniques that will be used in coached assessments, including the Certification ARBs; and
- identifying the grievance process.

#### 3. Application

The candidate then applies for Assessor Certification Program. Part of this application process will require nomination by two referees. These referees may be contacted by PROKOM or by an Assessor or RPL Advisor.

#### 4. Attendance at Assessor Training Program

The candidate must successfully complete the Assessor Workshop and coaching series.



## 5. Assessment Activity

An appointed Assessor conducts the assessment of Assessor Candidate. This must involve:

- Assessment of Underpinning Knowledge and Understanding (UKU) (Knowledge Review);
- Evidence sighted/meets principles of Validity, Authenticity, Reliability, Up-to-date, Sufficiency; and
- Evidence around Assessor Candidate's ARB as issued by PROKOM.

## Roles and Responsibilities

Throughout the assessment there are a number of individuals and groups important to the success of the above processes. These are:

### i. The Candidate

This person is an active participant in the assessment process who has responsibility for collecting and presenting evidence of skills and knowledge as they relate to the standards.

### ii. The Assessor

Assessors, obviously, assess and judge evidence as presented by the candidate, and make recommendations for qualification or further developmental needs.

### iii. The RPL Advisor (Senior Assessor)

Where required, an advisor works with both the candidate and assessor to determine what is and what is not suitable evidence for presentation and assessment, especially evidence of prior learning or experience.

### iv. The Verifier

The verifier is responsible for implementing and managing systems, including quality systems, to monitor the quality, reliability and validity of assessment carried out.

### v. The Candidate's Manager or Supervisor

This person can provide invaluable assistance to both the candidate and the assessor by supporting the assessment efforts. Such support can be as little as moral support or as great as actively selecting and submitting evidence to support the candidate's claims.

### vi. The Mentor

The mentor helps the candidate take responsibility for the outcomes of the assessment.

### vii. The Candidate's Peer Group

These people should be aware of why the candidate is being assessed so that they can provide support as appropriate.

### viii. Current Employers/Supervisors of the Candidate

These people can provide additional evidence for the candidate, especially currency of knowledge and skills that are difficult for the Assessor to judge; especially leadership, management and personnel/client management skills.



ix. **Past Employers/Supervisors of the Candidate**

These people can provide additional evidence for the candidate.

x. **Independent Assessors**

An independent assessor can assist in the integrity of the processes by providing specialist or generalist assessment services where there are insufficient assessors available to properly service candidates, or by giving an independent opinion on evidence or assessment decisions where an appeal situation exists.

## **Outsourcing and Partnerships for Workplace Assessment**

Throughout the assessment there are a number of individuals and groups important to the success of the processes. These are:

i. **External assistance**

There are also a number of important organisations that can assist the assessor/s within any industry or enterprise. These include the following, or equivalent in various countries:

- **Competency Standards Boards (CSBs)**  
Responsible for developing and maintaining the competency standards.
- **Industry Training Advisory Boards (ITABs)**  
Responsible for providing advice and support to organisations on training and assessment.
- **Vocational Education and Training providers (Technical and Further Education – TAFEs)**  
Responsible for providing publicly funded VET to industry and individuals.

ii. **External assessors and advisors**

Can assist in providing additional assessment or advisory services.

iii. **Awarding Bodies**

The organisations responsible for awarding the qualification or award based on successful completion of the assessment.

iv. **Verifiers**

Responsible for ensuring quality of assessment on behalf of the body awarding the qualification.

v. **Private Training Providers**

Can assist in top-up or short, specifically focused, training and development.

vi. **Legislative and other government funded bodies**

Responsible for ensuring the processes work nationally and, where appropriate, internationally.

vii. **Networks**

Can assist in keeping members up-to-date on issues relating to training and assessment.





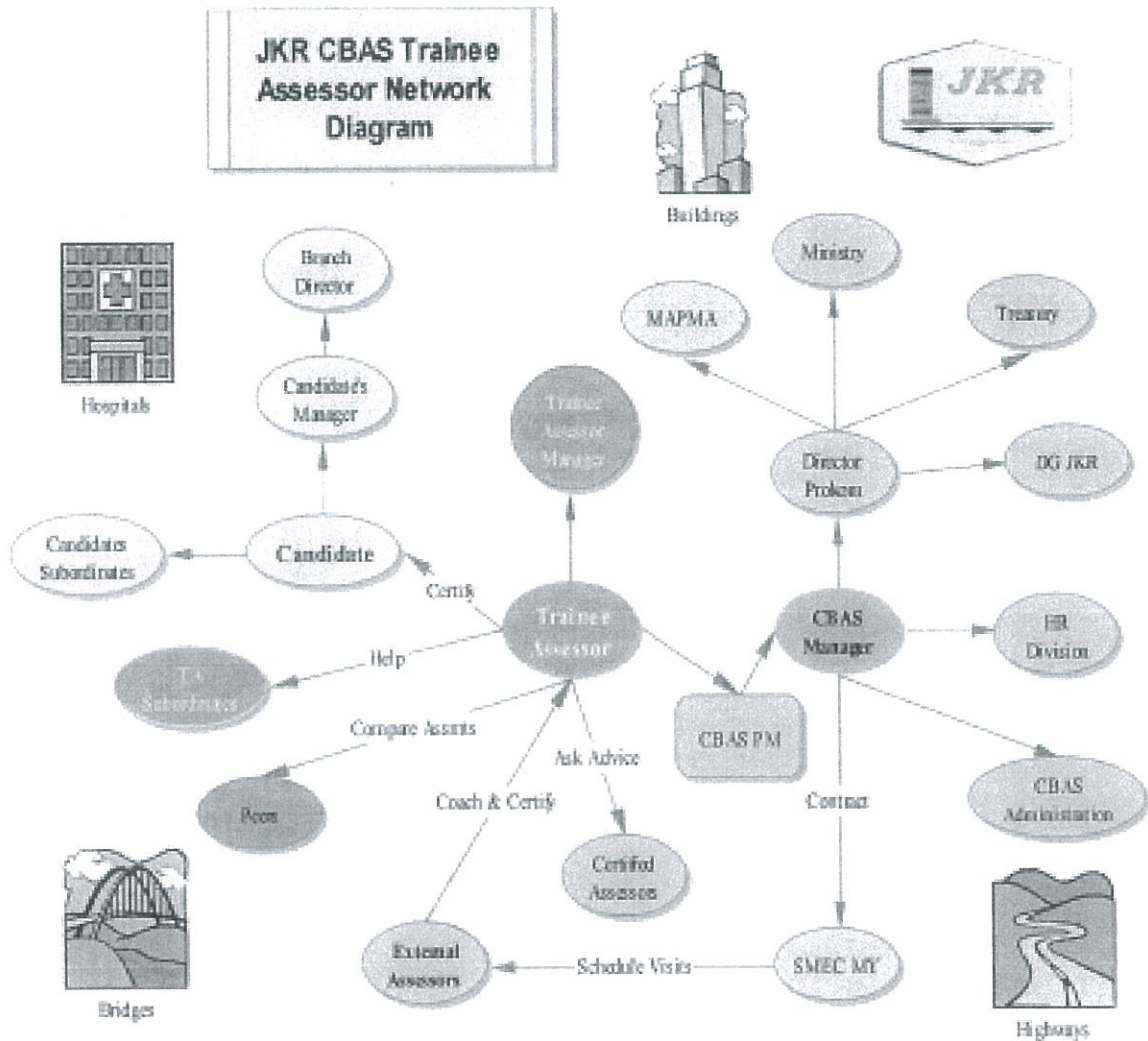
viii. **Professional organisations**

Same as ITABs and Networks.

ix. **Other industries or organisations using Competency-Based Assessment**

Providing network membership or advice and guidance/assistance.

**JKR Communications Network for Assessors**



**Roles and Responsibilities: Key Personnel**

**Trainee Assessor:** Plan, Conduct & Report on Candidate Assessment

**CBAS Manager:** Organise the Assessment Series, PDCA, Report to Director

**Candidate:** Prepare for Assessment, Present Evidence portfolio, meet schedule commitments

**External Assessor:** Advise, coach, mentor, certify Trainee Assessor & RPM Candidates

**CBAS PM:** Coordinate all activities & Communicate with Trainee Assessors & Candidates



## JKR Complex Project Management Branch (PROKOM) Management Roles

Key roles for the CBAS in PROKOM are:

- Senior Director PROKOM – CBAS Sponsor
- Director CPM Implementation and Change Division – CBAS Manager
- Unit Head Development Division – CBAS Developer
- Unit Head System & Evaluation – PMS Manager
- Unit Head Communications & Corporate – CBAS Training Manager
- JKR Certified Assessors
- Administration Manager

## Continuing Professional Development (CPD) in Workplace Assessment

### Why CPD?

“[1] CPD is the process by which a professional person maintains the quality and relevance of professional services throughout his or her working life. CPD = Currency and Competency. ([1] The CPD Certification Service, UK, 1999 ( [www.cpduk.co.uk](http://www.cpduk.co.uk) )

It is important to keep up to date and be able to deal with new issues in any profession. As knowledge intensifies in the Assessment Management and Project Management

Environment some have argued that the only real source of sustainable competitive advantage is the ability to learn faster than the competition.

The key features of effective CPD are that it is:

- **Continuous** - throughout the practitioner's working life.
- **Professional/Organisational focus** – necessary for the execution of professional and technical duties and related to maintaining the quality and relevance of professional services.
- **Road Based** – knowledge and skills and the development of personal qualities.
- **Structured** – systematic maintenance, improvement and broadening of the person's skills based.

In JKR, it is acknowledged that CPD is aimed at keeping the knowledge and competency of Certified Assessors and Project Managers must be up-to-date. At this stage, the requirement for CPD and a CPD scheme have not been developed.



## Monitor Assessment Practice

### JKR Monitoring and Control of Assessment Practice

Assessment practice of assessors is systematically monitored in relation to:

- how client/candidate *needs* are being met;
- how effectively and accurately the designated competency standards are being interpreted by assessors as the benchmarks for assessment;
- how the principles of assessment are being applied in assessment practice;
- assessors' application of assessment methods and assessment tools;
- how the rules of evidence are being applied in gathering evidence;
- whether assessment is being conducted in accordance with the policies and procedures of the organisation assessment system;
- whether organisational/legal/ethical requirements are being met.

### Individual Facilitation Techniques

Individual facilitation techniques are used to guide and support assessors as they work and to improve assessment practice, such as conducting: briefings on initiation or progress, information sessions, answering RPL queries, conducting interviews and/or implementing training on or off the job.

Individual facilitation techniques also include coaching, mentoring, tutoring matching individuals one on one and may be used to:

- identify any gaps in assessor skills / competence;
- explain legal / organisational / policy requirements;
- clarify assessment issues;
- provide encouragement and direction;
- provide feedback / advice / guidance;
- promote safety in assessment;
- problem solve.

### JKR Assessment Records

Assessment records are analysed to ensure legal/organisational/ethical requirements are being met and appropriate advice is provided to improve record keeping arrangements where issues arise.

#### Typical CBAS Records for JKR are:

- Record of Initial Interview and Assessment
- Record of scheduled visits and assessment interviews
- The completed Assessment Record Book and Evidence Log Book
- Assessment Management Plans
- Assessment Reports for Certified
- JKR Assessor Certification



- Validation Management Plans
- Refer to Appendices for full list

### **Coordinate Assessment Validation Activities**

#### **Key activities involve the planning and management of the following:**

- Assessment system policies and procedures relating to validation are accessed and interpreted, and validation is initiated in line with organisational/legal/ethical requirements.
- Risk assessment/analysis is undertaken to determine the purpose, focus and context of validation activities.
- Approaches to validation are considered and determined.
- Participants in validation are determined and/or confirmed, and materials and resources needed for validation activities are organized.
- Guidance and leadership is provided to direct and support participants throughout the validation process.
- Validation documentation is finalised and processed in accordance with assessment system/legal/organisational procedures and presented to relevant people, within an agreed timeframe.
- Recommendations from validation processes are identified and forwarded to the appropriate authority.

### **Approaches to Validation: Risk Assessment/Analysis**

Refer to Validation Plan.

### **Roles and Responsibilities**

Key JKR roles for validation are held by:

- Director PROKOM: approve budget and sign off on recommendations.
- Manager Assessor Certification: approve validation plan and draft/approve final recommendations.
- An appointed Senior Assessor (Validation Manager): compiles the Validation Plan, conducts the analysis/study and compiles the Validation Report.
- An appointed Assessor: assists the Senior Assessor in conducting the analysis/study.

