

COMPETENCY BASED TRAINING AND ASSESSMENT SYSTEM (CBAS) Workshop

Session 6: Roles & Responsibilities



Roles & Responsibilities for RPL Advisor and RPM Assessor: Objectives

- Key Stakeholders and roles defined:
 - JKR Management
 - RPL Advisor
 - PM Certified Assessor
- Code of Conduct
- Activity: determine specific roles for RPL Advisor and RPM Assessor



Key Stakeholders in JKR

- CBAS Manager
- CBAS Administrator
- CBAS QA Manager
- RPL Advisor
- PM Certified Assessor



CBAS Management

- Already discussed Session 4
- CBAS Management involves the “system” in which the key internal stakeholders operate
- Role descriptions that include competency-based performance criteria for these managers must be established, and performance measured



QA for CBAS involves maintenance of the following (1):

- the standards against which the assessments are carried out
- the training key players receive
- the resources used by the assessor and candidate
- the qualification obtained as a result of successful assessment
- the way the candidate's organisation supports the assessment
- the processes used in applying for and carrying out the assessment
- all assessments meet the needs of the workplace
- the skills and knowledge gained as a result of the assessment being
- usable over a wide range of jobs or situations



QA for CBAS involves maintenance of the following (2):

- the system being as simple as possible
- appeal mechanisms
- equity and access in assessment
- validity, reliability and transparency of all assessments
- organisational commitment to quality, and
- ongoing assessments of the system itself



RPL Advisor - Definition

- The person who works with CANDIDATES, ASSESSORS and MENTORS to ensure all the necessary processes and procedures are followed.
- As part of an organisation's in-house ASSESSMENT CENTRE this will normally be one of the senior training & assessment personnel.
- However in smaller organisations this role will generally be filled by a consultant from a HE/FE or PRIVATE TRAINING PROVIDER acknowledged as an AWARDING BODY for the particular certificates or QUALIFICATIONS staff are being assessed against.
- Sometimes referred to as the RPL ADVISOR



RPL Advisor

- The RPL Advisor has two main functions:
 - Advise and support anyone seeking assessment, and
 - Help to manage the overall assessment processes within the organisation.



RPL Advisor Key Competencies (1)

- Co-ordinate the assessment processes
 - disseminate information throughout the organisation
 - gain support for the processes from all section of the organisation
 - make sure all key players are trained and competent in their function
 - make sure all documentation is complete and accurate
 - ensure special needs candidates are provided with the appropriate support
 - monitor assessment and all other process to ensure quality assurance systems are met
- Counsel and interview candidates and assessors
 - follow-up individual requests arising out of information dissemination activities
 - assist in overcoming personal difficulties with the processes
- Maintain the appropriate records
 - those of the organisation
 - those of the body providing the award or qualifications



RPL Advisor Key Competencies (2)

- Motivate the candidate
 - identifying needs in seeking assessment over, for example, formal training
 - help maintain self-confidence when searching for evidence
 - providing feedback on performance throughout assessment process
 - help develop realistic and attainable targets and action plans
- Advise and mentor Candidates and Assessors
 - assist in accessing resources, training etc.
 - advice and guidance in processes and systems being followed
- Prepare the Candidate for Assessment
 - help prepare an action plan and gain commitment to stick to it
 - discuss the processes, including the standards and assessment against them, in full to ensure he/she is aware of what must be done to successfully achieve the outcome
- Identify and develop evidence from all sources
 - help candidates select their strongest evidence, especially when claiming RPL
 - provide advice and guidance as to where information or evidence can be found
 - provide support in overcoming difficulties such as evidence that can't be obtained or won't be released/provided by others



Assessor - Definition

ASSESSORS are experienced job-holders or members of a training or education function who are capable of judging EVIDENCE of a CANDIDATE'S COMPETENCE against COMPETENCY STANDARDS.

The ASSESSOR may be:

- A Specialist - an ASSESSOR with a high level of COMPETENCE in the subject area,
- A Generalist - an ASSESSOR with low level of COMPETENCE in the subject area but a high level of COMPETENCE in ASSESSMENT,
- Internal (Specialist or Generalist) - a member of the same organisation as the CANDIDATE, or
- External (Specialist or Generalist) - a member of a different organisation to that of the CANDIDATE



So ... the RPM Assessor!

- The assessor is the person who actually carries out the assessment. He/she might be someone from the candidate's workplace (ie, a supervisor or manager), or he/she may be from another branch or organisation altogether.
- There is no hard and fast rule about who should be the assessor. As a rule of thumb, the person who should be carrying out assessments should be the person who is right for the job, whether it be an experienced peer of the candidate, an expert from outside of the organisation, or a senior supervisor or manager.
- DISCUSS



RPM Assessor - competencies

- Understanding how evidence of competent performance can be demonstrated
- Judging evidence of performance (skills) against the standards
- Judging evidence of understanding (knowledge) that supports the inference of competent performance
- Making and recording the assessment decision



JKR Certified Assessor - Eligibility

- Must have relevant qualifications (degree preferred) and experience in project management, as approved by Director of CPMB.
- Certified as a Project Manager at an equivalent or higher level than those they are assessing
- Maintaining a program of continuous professional development
- Will be formally inducted and coached for a period of six months (minimum).
- Assessors will be required to supply references. A reference check will be conducted by the Assessor Panel of CPMB and approved by Director of CPMB.



JKR Certified Assessor: Roles and Responsibilities

- Assessors are required to maintain currency in project management knowledge and practice. Before embarking on the assessment of Project Managers, the approach to assessment for JKR Assessors will be provided by the Department to maintain consistency and uniformity in the method of assessment.
- Once certified, Assessors are asked to agree to undertake Continuous Professional Development (CPD) to update themselves on the latest ideas and practices of project management. Assessors will be asked to attend these programs where possible or initiate their own development.
- CPMB will conduct random verifications which may include observing an assessment being conducted to ensure the approved assessment approach is being used.



JKR Certified Assessor : Roles and Responsibilities

- The Assessor Code of Conduct will be overseen by an Assessor's Panel made up from existing Assessors.
- A Grievance Process for Assessors is in place for issues and complaints.
- A recommended Assessor (internal) pricing structure will be drafted for all assessments and certifications for Project Managers.
- Upon certification, an Assessor will be awarded a certificate of "CERTIFIED ASSESSOR" by JKR, to be renewed annually.
- CPMB will maintain a register of Certified Assessors and a register of Registered Project Managers which will be updated periodically.



Assessor Code of Conduct - 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 CPMB in the delivery of its services.



Assessor Code of Conduct – key features, see Appendix C

- 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



Activity 1 : Individual

- Determine what your role is for:
 - CBAS Management
 - RPL Advisor
 - RPM Assessor
 - Other???
- DISCUSS



Activity 2 : Small Groups

- Examine Code of Conduct Appendix C
- Highlight and discuss three (3) elements of this code that you think are critical for the professional conduct of an Assessor to be maintained



SUMMARY

- Objectives
- Key Stakeholders
- RPL Advisor Role
- RPM Assessor Role
- Code of Conduct
- Discussion of key roles in JKR

QUESTIONS???

Issues - Points of view???


