

Assessor and verifier comments are used as a source of evidence to show learner competency. They can be especially useful for verifying practical performance or naturally occurring evidence collected in the workplace. **Comments should relate directly to what you are being asked to assess or verify and describe the learner's competency.**

Ask yourself, "**how do I know this person is competent**"? The answer to this should make up your comments. (Your own observations, conversations with the learner and verifier/employer, any experience/background the learner might have, examples of performance, attitudes, etc)

The following is a guide to providing comments on learner performance:

- Comments should be **concise, descriptive, honest** and written in a manner that supports the learner.
- Provide descriptive examples of what they have done, and what you have observed – your **comments should paint a picture of the learner's performance.**
- Describe the **duration** that the learner has been competent, **how many times** they have been able to demonstrate competency over what duration. Are they consistently able to perform tasks to the required standard?
- Comment if they can carry out what they are required to do under **different conditions**. E.g., the way things are carried out in the rain may be different to how they are carried out in fine weather.
- Has the **skills and knowledge that the learner gained** been transferred to the workplace? and do they reflect workplace and industry SOP's and requirements.
- Comments could include attitude e.g., attitude to health and safety in the workplace.
- Comments should **identify what they have done particularly well, and initiative shown.**
- Comments should relate to the level that the learner is being assessed at. Identify if they are performing at, above or below level expectations. (Refer to NZQA level descriptors)

#### Use questioning to elicit the information to include in your comments...

- What responsibility do you have for .....?
- What would you do if .....?
- What did you do when....?
- What happened when.....?
- Give me an example of...
- What if....?
- Dig deeper if you need to; "tell me more about when...."

**Comments don't have to be an essay. Bullet pointed comments are fine.**



## Other things you could comment on

### Quality of work

Accurate, neat, attentive to detail, thorough, high standards, follows procedures and regulations. Dependability, reliability, responsibilities that they have.

### Communication

Adept at oral and written communication, shares information with peers and supervisors, asks questions when uncertain or requires more information.

### Internal/External relationships

Ability to work as part of a team, agreeable, constructive, flexible, helps without being asked, handles customers/vendors, maintains good relationships, expedites orders and projects.

### Judgement

Tactful, common sense, maintains confidentiality, makes sound decisions & takes appropriate action.

### Organisational abilities

Sets schedules & realistic priorities, coordinates with others, uses time well, completes projects on time.

### Volume of work

Keeps up with workload, meets deadlines, consistent, willing to put in extra effort.

### Job Knowledge/Technical skills

Knows what has to be done, seldom needs instruction, proficient in all technical aspects, knows how to run equipment, able to instruct, guides and trains others, understands safety/security procedures and maintains them.

### Motivation

Genuine commitment to job, energetic, self-starting, takes initiative, shows enthusiasm.

### Problem solving

Troubleshoots, quick insight and able to learn, handles complex assignments, analytical.

### Creativity

Innovative, suggests solutions & improvements, willing to try new concepts.

### Decisiveness

Willingness to make decisions, makes appropriate decisions, asks questions when needed.

### Independence

Can work independently, works under limited supervision, willingness to accept responsibility.

*Comments such as "Good" or "Well done" are not descriptive of competency and do not provide evidence of the learner's competency. This is also true for the use of ticks ✓ where comments are required.*

## Exercise

Write a descriptive comment from an assessment of your learners' performance. Relate the comments to what you are being asked. Paint that picture and tell the story. Use brief bullet points.

