

June 2020

## Key Talking Points - assessment

Key Talking Point	Reason	Process/Practice Improvement
<b>Workbooks and Evidence Portfolios (EPs) not completed fully</b>	<ul style="list-style-type: none"> <li>• Questions poorly answered</li> <li>• Dates and signatures missing</li> <li>• Plans lacking depth or detail</li> <li>• Comments from either the tutor, the verifier or assessor missing or not full enough</li> <li>• Verbal answers not being recorded</li> </ul>	<p>Assessors and tutors/verifiers (where used) are to complete EPs and workbooks fully. Where comments are called for they are to be written. Comments should include:</p> <ul style="list-style-type: none"> <li>• People involved in the assessing (verifiers and/or assessor)</li> <li>• What evidence was provided. For example, observation, questions and work records</li> <li>• Over what time period was this assessment over. For example, 3 months</li> </ul>
<b>The assessor is able to understand what evidence he/she can use</b>	Best practice assessment calls for a <u>range</u> of evidence to be called to confirm competence	Good evidence includes answers to questions, observations, verification (3 <sup>rd</sup> party), work records and samples of work. Assessors are aware of and use these when they can
<b>Log books or work diaries incomplete or missing</b>	Where the assessment calls for completion of log books or diaries, this is to ensure sufficient evidence is collected – without it or if incomplete, the assessment is non-compliant. For example, log book for VMI assessments	Make sure log books, diaries or any other evidence is provided when called for. If its incomplete or missing – the trainee must provide it or submit other evidence that equally demonstrates meeting the outcome/s and competence
<b>Assessors and providers respond to moderation requests in a timely manner</b>	Issues have been identified in collecting samples for post assessment moderation	All assessors are reminded to supply scripts to the Quality team when called for moderation within 10 working days. Contact the Quality team if you are unsure. Registered assessors are required to keep assessments for 24 months. Providers will keep assessments as directed to meet NZQA rules.

Lester Hoare  
Quality Manager (Primary ITO)