

March 2019

## Key Talking Points - assessment

Key Talking Point	Reason	Process/Practice Improvement
<p><b>Assessors fully complete Evidence Portfolios (EPs) and workbooks (verifier and assessor comments)</b></p>	<p>By far the most common non-compliance is insufficiency of evidence (no comments or judgement statements, sign off, etc)</p>	<p>Assessors and tutors/verifiers are to complete EPs and workbooks fully. Where comments are called for they are to be written. <u>Must do</u>, not nice to do. 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>
<p><b>Responsibilities around assessing EPs - the assessor relies on the tutor and verifier sign-offs in making the final assessment decision.</b></p> <p><b>Good practice assessment call for the assessor to check tutor and verifier sign-offs as evidence in making the assessment decision</b></p>	<p>Recent agriculture moderation results have shown non-compliances with both ITO assessor judgements, and also tutor sign-offs. In many cases comments are left blank and signatures missing.</p>	<p>We are asking assessors to check EPs;</p> <ul style="list-style-type: none"> <li>• Have they been completed fully?</li> <li>• Are there bits missing?</li> <li>• Has the tutor or verifier signed and dated it correctly? Is the tutor making comments?</li> </ul> <p>Assessors sample one or more of the outcomes where the tutor has marked;</p> <ul style="list-style-type: none"> <li>• Does it make sense on a superficial level</li> <li>• Check answers against an evidence guide or ask an expert (if the assessor is not a SME)</li> </ul> <p>If the assessor finds the verifier or tutor has not completed section, they can ask the trainee or farmer a question/s or give the trainee tasks that demonstrate competence. It is up to the assessor to then complete the EP in the relevant section</p> <p>Feedback any poor completion of verifier sign-offs to the farmer directly explaining expectations</p> <p>We all have a responsibility to monitor provider/ tutor performance, and we need to let providers know when tutors are not completing EPs correctly. Feedback poor completion of tutor sign-offs either directly with the tutor, or through your RDM to the Relationship Manager of the provider organisation</p>

		The Quality Team will moderate provider tutor sign-offs as well as the assessor sign-off
<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 are supported well through their induction process and have the skills to confidently assess</b>		<ul style="list-style-type: none"> <li>• The Quality team will continue to work closely with sector teams and provide both Quality Support Days and regular skype meetings to TA assessors</li> <li>• Inductions for assessors from 2019 will be consistent across all sectors</li> <li>• WPAs have access to a dedicated webpage and short video clips as an interim measure to supplement induction. These and other useful information can be found <a href="#">here</a></li> <li>• All new TA assessors have two 1 to 1 skype meetings with the quality Team. Other assessors are encouraged to seek out help and support from the ITO sector team or the ITO Quality Team</li> <li>• Online training modules (30421 and 4098) for all Registered Assessors have been built by the ITO and will be available from April 2019</li> <li>• A schedule of regional Assessment Workshops has been developed. These professional development workshops will take place in June, July and August 2019. All assessors are strongly encouraged to attend at least one of these</li> </ul>
<b>Assessors respond to moderation requirements from the Quality Team as soon as possible</b>	Issues have been identified in collecting samples for post assessment moderation in a timely manner	<ul style="list-style-type: none"> <li>• TA assessors now upload onto the intranet the first three samples of each EP or standard they assess. This will make the collection of samples seamless</li> <li>• All other assessors are reminded of the need to keep assessments for 2 years, and supply them to the Quality team with 10 working days of the request</li> </ul>

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