

CONDUCTING ASSESSMENTS



Conducting assessments against the competency standards and qualifications in a national Training Package involves collecting evidence, through observing work, interviewing, conducting oral and written tests and practical testing, and making a judgement that the person can perform work in accordance with the competency standard.

The following diagram describes a process that may be used in conducting competency based assessments. This process applies to all assessments conducted for the purposes of national recognition in both institutional and workplace contexts.

This process is consistent with the assessment procedure outlined in the Training Package for Assessment and Workplace Training [BSZ507A] and particularly the units titled, Plan Assessment [BSZ401A], Conduct Assessment [BSZ402A] and Review Assessment [BSZ403A].

References:

Business Services Training Australia, *Training Package for Assessment and Workplace Training*, ANTA, Melbourne, 1998

**Step 1
Establish the
assessment context**

The assessor:

- establishes the context and purpose of the assessment
- identifies the competency standards, assessment guidelines and qualifications in the relevant Training Package
- identifies any industry endorsed Support Materials that have been developed to facilitate the assessment process
- interprets the competency standards and identifies the evidence requirements

**Step 2
Prepare the
candidate**

The assessor meets with the candidate to:

- explain the context and purpose of the assessment and the assessment process
- explain the competency standards to be assessed and the evidence to be collected
- outline the assessment procedure, the preparation which the candidate should undertake and answer any questions
- assess the needs of the candidate and establish any allowable adjustments in the assessment procedure
- seek feedback regarding the candidate's understanding of the competency standards, evidence requirements and assessment process
- determine if the candidate is ready for assessment and decide on the time and place of the assessment
- develop an assessment plan.

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Step 3
Plan and prepare the evidence gathering process

The assessor must:

- establish a plan for gathering sufficient and quality evidence about the candidate's performance in order to make the assessment decision
- source or develop assessment materials to assist the evidence gathering process
- organise equipment or resources required to support the evidence gathering process
- coordinate and brief other personnel involved in the evidence gathering process.

Step 4
Collect the evidence and make the assessment decision

The assessor must:

- establish and oversee the evidence gathering process to ensure its validity, reliability, fairness and flexibility
- collect appropriate evidence and match compatibility to the elements, performance criteria, range of variables and Evidence Guide in the relevant units of competency
- evaluate evidence in terms of the four dimensions of competency – task skills, task management skills, contingency management skills and job/role environment skills
- incorporate specified allowable adjustments to the assessment procedure, where appropriate
- evaluate the evidence in terms of validity, consistency, currency, equity, authenticity and sufficiency
- consult and work with other staff, assessment panel members or technical experts involved in the assessment process
- record details of evidence collected
- make a judgement about the candidate's competence based on the evidence and the relevant unit[s] of competency.

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Step 5 Provide feedback on the assessment

The assessor must provide advice to the candidate about the outcomes of the assessment process. This includes providing the candidate with:

- clear and constructive feedback on the assessment decision
- information on ways of overcoming any identified gaps in competency revealed by the assessment
- the opportunity to discuss the assessment process and outcome
- information on reassessment and appeals processes.

Step 6 Record and report the result

The assessor must:

- record the assessment outcome according to the policies and procedures of the Registered Training Organisation
- maintain records of the assessment procedure, evidence collected and the outcome according to the policies and procedures of the Registered Training Organisation
- maintain the confidentiality of the assessment outcome
- organise the issuance of qualifications and/or Statements of Attainment according to the policies and procedures of the Registered Training Organisation

Step 7 Review the assessment process

On completion of the assessment process, the assessor must:

- review the assessment process
- report on the positive and negative features of the assessment to those responsible for the assessment procedures
- make suggestions on improving the assessment procedures to appropriate personnel in the Registered Training Organisation.

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Step 8 Participate in the reassessment and appeals process

The assessor must:

- provide feedback and counselling to the candidate, if required, regarding the assessment outcome or process
- provide the candidate with information on the reassessment and appeals process
- report any assessment decision that is disputed by the candidate to the appropriate personnel in the Registered Training Organisation
- participate in the reassessment or appeal according to the policies and procedures of the Registered Training Organisation.