**Carry out workplace assessments**

**Assessment**

### Introduction

This document contains your assessment for the unit *NAT10898001 – Carry out workplace assessments*. This is a nationally recognised enterprise unit which forms part of CJTS’s accredited Course in Field-based Training and Assessment (10898NAT).

To obtain a statement of attainment for this unit, you must complete the assessment and be deemed competent by your CJTS assessor.

A copy of the unit on which this assessment is based is provided in Appendix A of your manual.

### Assessment overview

This assessment consists of the following tasks:

1. On-course assessment questions
2. On-course practical assessment and work products
3. Post-course assessment #1 in the workplace
4. Post-course assessment #2 in the workplace
5. Workplace assessment review questions and activities

Further information on the requirements for each of these tasks is provided later in this document.

### Assessment timeframe

It is important that you undertake your assessment as soon as possible after the completion of the course. As a general rule, the longer you leave your assessment, the less you will recollect of the knowledge and experience you gained on the course, and consequently the harder it will become to complete.

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| You are required to present your evidence for assessment within **3 months** of attending the course.If, for any reason, you are unable to complete the assessment within this timeframe, please contact Col Joy Training Services to request an extension before the time limit expires. **Phone:** (07) 4942 6311 **Email:** fbta@coljoytraining.com.au When requesting extension you must:* Clearly explain why the extension is required
* Propose a date by which you will be able to submit your assessment

A Col Joy Training Services consultant will advise you whether your request has been approved and note the revised due date for submission of your evidence on your student record. |

If you do not submit your assessment within the specified timeframe, you may be required to:

* resit the course at your own (or your organisation’s) expense; or
* provide additional evidence to demonstrate that you have retained the knowledge covered on the course and pay an hourly rate to have your evidence assessed

### Negotiating assessment

Where possible, the assessment tasks in this document have been designed to provide you with flexibility and choice in how you go about your assessment. However, Col Joy Training Services recognises that the assessment tasks described herein are not the only way of demonstrating competence. Should you wish to provide alternative evidence to demonstrate your competence, please discuss this with your CJTS assessor.

To ensure no misunderstandings occur, if you have negotiated any adjustments to the assessment requirements with your assessor, these must be documented and agreed to in writing by your assessor before you proceed. A copy of this documentation must be included with your assessment submission.

### Electronic copy of assessment resources

Should you wish to download an electronic copy of this assessment document, you may do so by following the instructions below.

* Go to the Col Joy Training website ([www.coljoytraining.com.au](http://www.coljoytraining.com.au))
* Select “Menu button” -  - from the menu bar at the top right of the screen
* Select Downloads
* Select - Forms for post-course assessment tasks"

 If you are having trouble accessing the site, please contact CJTS administration for assistance.

### Support / assistance

Should you require any support / assistance when undertaking your assessment, you are invited to contact your facilitator or another Col Joy Training Services staff member. We will do our best to provide you with the guidance you need. Our contact details include:

Telephone number: (07) 4942 6311

Email address: fbta@coljoytraining.com.au

You are also encouraged to refer to your Learner’s Guide and to speak with representatives from your organisation’s training department.

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| Face-to-face coaching by a Col Joy Training Services consultant is available if required. Information regarding the current hourly rate payable for this service can be obtained from CJTS administration on the above telephone number or email address. |

### Presentation of evidence for assessment

All assessment tasks should be submitted to Col Joy Training Services in the form of a written or electronic portfolio. It is important that you:

* Carefully review the requirements for each task
* Provide all of the requested information / evidence for each task
* Compile your evidence for each task in sequential order
* Clearly label each task
* Ensure your portfolio is neatly presented

### Submitting your evidence

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| You may submit your evidence in hard copy or electronically. |

**Option 1 – Hard (paper) copy submission**

Hard copy submissions must be posted, or hand delivered to:

Col Joy Training Services

12 Fursden Street

Glenella QLD 4740

**Please retain a complete copy of your evidence for your own records.** Col Joy Training Services accepts no responsibility for materials which are lost or damaged. Having a copy of your completed assessment on hand is also important in case you receive a call from your assessor wanting to discuss / review certain aspects of your assessment with you.

Please note that Col Joy Training Services does not return assessment paperwork at the completion of the assessment process. It is generally archived for a short period of time before being disposed of.

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| For administrative purposes, it is requested that after placing the pages of your assessment paperwork in order, you secure them with a bulldog clip and / or use some elastic bands to hold the documents together.Please do not:* bind your assessment paperwork
* place each sheet in a separate plastic sleeve
* place your assessment in a file

✓✓* staple all of the pages together
 |

**Option 2 – Electronic submission**

Electronic submissions must be emailed to the CJTS email address: fbta@coljoytraining.com.au

When submitting electronically, please make sure you:

* Submit your whole assignment (i.e., all assessment tasks) at one time
* Submit all assessment tasks in the correct order, as per the Assessment Checklist
* Include your on-course assessment tasks (Task 1 and Task 2) as well as all post-course tasks
* Scan both sides of all pages
* Use the following subject heading in the submission email: “*Your name, Course name, Electronic assessment submission”*

e.g., **Subject:** Joe Bloggs, Carry out workplace assessments, Electronic assessment submission

### Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own.

Plagiarism includes activities such as:

* Handing in evidence copied from another student
* Presenting the work of another individual or group as your own work
* Submitting evidence without adequate acknowledgement of sources used, including assessments taken totally or in part from the internet
* Submitting documents developed by others in your workplace / organisation and claiming that they were developed by you

Plagiarism is a serious act. Participants found to have plagiarised any part of their evidence will be assessed as ‘not yet competent’ and all course fees will be forfeited.

Should you have any doubts about including the work of other authors in your assessments, please consult with your facilitator.

### Assessment of your evidence

After your evidence has been received by Col Joy Training Services, we will pass it to a qualified assessor (normally your course facilitator) who will assess it against the requirements of the relevant competency standard.

The assessor will contact you (probably by telephone or email) if they require you to clarify any of your evidence or provide additional evidence. In some cases, the assessor may also contact your supervisor or your organisation’s training co-ordinator to obtain additional information, clarification or verification.

Candidates who have been assessed as competent are provided with written feedback via email.

### Re-assessment and appeals

Candidates whose first submission does not demonstrate competency are provided with at least one opportunity to adjust and re-submit their evidence.

If your assessor deems your evidence to be unsatisfactory on your first attempt, they will advise you of the additional evidence they need you to provide, as well as the timeframe for gathering the additional evidence and how they wish you to present it. In some cases the assessor may recommend additional training prior to re-assessment.

If you do not resubmit your evidence within the requested timeframe, or your resubmission does not meet the requirements for competency, your assessor may deem you **not yet competent**. You will be advised of this decision in writing.

Should you be dissatisfied with the assessment decision, you should initially take this up with your CJTS assessor. If you remain dissatisfied, you are invited to discuss the matter with CJTS’s Principal. Should you remain dissatisfied and wish to pursue the matter further, you may lodge a formal appeal. The assessment appeal form can be downloaded from the CJTS website or you can request CJTS administration to provide you with a copy. Appeals must be lodged within one-month of receiving your assessment decision.

### Certification

Candidates are entitled to receive a statement of attainment upon successful completion of this assessment. If your employer has paid for you to attend this course, your statement of attainment will generally be posted to you, care of your employer.

### Feedback

Col Joy Training Services welcomes your feedback on this assessment. Some options for providing feedback include:

* Sending an email to your facilitator or to fbta@coljoytraining.com.au
* Telephoning your facilitator or a CJTS consultant on (07) 4942 6311
* Attaching a note to your assignment at the time of submission

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| **Carry out workplace assessments****Assessment Cover Sheet** |
| **Units of competency:** | NAT10898001 – Carry out workplace assessments |
| **Date of workshop you attended:** |   |
| **Name of CJTS facilitator:** |   |
| **Your name:** |   |
| **Date of birth:** |   |
| **Your address:** |     |
| **Company / organisation:** |   |
| **Phone:** |  *(work)* *(home)* |
| **Phone (mobile):** |   |
| **Email:** |   |
| **Declaration and confidentiality agreement** |
| * I have been advised of the assessment requirements, have been made aware of my rights and responsibilities as an assessment candidate, and choose to be assessed at this time.
* I declare that the work presented in this evidence portfolio is my own and that no part has been copied from another person, or written for me by another person, except where due reference is made. I am aware that a false declaration may lead to the withdrawal of my certification.
* I agree to allow Col Joy Training Services to discuss the progress / results of my assessment with my supervisor or a representative from my organisation should this be required.
* I give permission for Col Joy Training Services to use my evidence for assessment moderation / validation purposes.
* I declare that I have kept a copy of this evidence portfolio for my own records and in case the evidence submitted gets lost or damaged in transit.
 |
| **Signature:** |   | **Date:** |   |
| If you have any queries regarding the completion of this assignment, please contact Col Joy Training Services: **Phone: (07) 4942 6311** **Email:** fbta@coljoytraining.com.au |

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| **Carry out workplace assessments****Assessment Checklist** |
| **Candidate name:**  |
| Use this checklist to ensure all parts of your assessment are complete. Submit a copy of the checklist with your assessment paperwork.Ensure the assessment paperwork you submit is in the same order as this checklist.All parts of all Assessment Tasks must be completed satisfactorily for an overall result of ‘competent’. |
| **Evidence summary** |
| *Candidate use***Provided****(✓)** | **Description** |
| **Assessment Task 1 – On-course assessment questions** |
|[ ]  All questions must be answered correctly |
| **Assessment Task 2 – On-course practical assessment and work products** |
|[ ]  2.1 – Assessment tool used for on-course practical assessment*Tool must be completed accurately and legibly**All parts of tool must be completed, including signatures and dates* |
|[ ]  2.2 – Assessment preparation form |
|[ ]  2.3 – Performing the assessment – Observation form*Overall standard of assessment must be deemed satisfactory* |
|[ ]  2.4 – Assessment self-review form*Must show evidence of serious self-reflection* |
|[ ]  2.5 – Rules of evidence check |
|[ ]  2.6 – Review of assessment process and tool*Must contain reasonable and practical recommendations* |
| **Assessment Task 3 – Post-course assessment #1 in the workplace** |
|[ ]  3.1 – Instructions for workplace support person*Suitably qualified and experienced support person must be selected* |
|[ ]  3.2 – Assessment preparation form |
|[ ]  3.3 – Performing the assessment – Observation form*Overall standard of assessment must be deemed satisfactory**Must be completed by a suitably qualified support person* |
|[ ]  3.4 – Assessment self-review form*Must show evidence of serious self-reflection**Must identify areas for improvement* |
| *Candidate use***Provided****(✓)** | **Description** |
|[ ]  3.5 – Complete copy of the assessment tool you used for this task*Tool must be completed accurately and legibly**All parts of tool must be completed, including signatures and dates* |
| **Assessment Task 4 – Post-course assessment #2 in the workplace** |
|[ ]  4.1 – Assessment preparation form |
|[ ]  4.2 – Performing the assessment – Observation form*Overall standard of assessment must be deemed satisfactory**Must be completed by a suitably qualified support person* |
|[ ]  4.3 – Assessment self-review form*Must show evidence of serious self-reflection**Must identify areas for improvement* |
|[ ]  4.4 – Complete copy of the assessment tool you used for this task*Tool must be completed accurately and legibly**All parts of tool must be completed, including signatures and dates* |
| **Assessment Task 5 – Workplace assessment review questions and activities** |
|[ ]  5.1 – Rules of evidence check |
|[ ]  5.2 – Review of assessment process and tool*Must contain recommendations for improvement assessment process / tool. Recommendations must be reasonable and practical.* |
|[ ]  5.3 – Questions about organisation’s assessment processes*Answers must be endorsed by a suitably qualified support person* |
| **Other requirements** |
|[ ]  **Workplace Assessment Cover Sheet** is completed in full(including signature). |
|[ ]  The assessment tasks and any supplementary evidence is **clearly labelled** and compiled in a logical manner. |
|[ ]  I have made a copy of the entire assessment for my own records and have put this in a safe place. *Make sure this is readily accessible in case you receive a call from your assessor to discuss certain aspects of your assignment.* |
| *Sections below this line are for completion by a CJTS assessor* |
| **Note for assessors:** To achieve a satisfactory result for an assessment task, the candidate must complete all parts of that task satisfactorily. To be deemed competent in the unit covered by this course, the candidate must complete all assessment tasks satisfactorily.  |
| **CJTS assessor’s comments on assessment tasks:** |
| **Assessor’s****signature:** | **Date:** |

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| **ASSESSMENT TASK INSTRUCTIONS** |

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| Assessment Task 1 – On-course assessment questions |

For this Assessment Task you are required to complete and submit the on-course assessment questions. These are generally printed on green paper and located at the end of your Learner’s Guide.

Full instructions for completing this assessment task are provided on the first page of the on-course assessment questions document.

**Note:** Even if your questions have been marked during the course, you must still submit them with the rest of your assessment documentation.

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| Assessment Task 2 – On-course practical assessment and work products |

For this Assessment Task you are required to prepare for, and then conduct, a simulated assessment of a candidate under the observation of your CJTS assessor (or a person they have nominated). The assessment tool and other information needed to carry out the assessment will be provided to you by your facilitator during the course.

At the conclusion of the assessment you are required to self-evaluate your own performance and identify areas for improvement, as well as reviewing the assessment process and tool.

You are required to submit the following documentation in relation to this assessment task:

* 1. The tool that you used to carry out the assessment. This must be filled out accurately, legibly and in full (including dates, signatures, comments, etc).
	2. A completed Assessment Preparation Form which shows that you prepared thoroughly for the assessment
	3. The ‘Performing the Assessment – Observation Form’ completed by the person who observed you conducting your assessment.
	4. The Assessment self-review form. This must show that you have self-evaluated your performance and identified areas in which you can improve as an assessor.
	5. Rules of evidence check form. This must be completed in full.
	6. Review of assessment process and tool. This must contain some practical recommendations for how the assessment process and / or tool could be improved.

Please ensure that all of the above documents are submitted in order, and that each document is completed in full and your writing is legible.

**Note:** If there is time, your assessor may review and mark some of these documents for you during the course. Even if your work has been marked, you must still submit it with the rest of your assessment documentation.

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| Assessment Task 3 – Post-course assessment #1 in the workplace |

You are required to organise and conduct an assessment of a candidate in the workplace using one of your organisation’s assessment tools and following your organisation’s assessment policies and procedures. This must be on a different topic to the one used for Assessment Task 2.

A detailed breakdown of the requirements for this assessment task is provided below. If the instructions do not make sense, or you are unable to meet one or more of the requirements, please contact CJTS for advice.

All of the forms required to complete this task are provided in this assessment pack. Copies of the forms may also be downloaded from the CJTS website. Download instruction are provided on page 2.

| **Assessment Task 3 – Steps to take** |
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| 3.1 | **Arrange a support person**Identify a person who can support you in the workplace as you undertake this assessment. This person should be someone who has a good understanding of your organisation’s assessment processes and is a qualified and experienced workplace assessor. Ideally this person should be from your organisation’s training department.Seek agreement from this person to be your support person and get them to complete Form 3.1.*Note: If you are unable to arrange for a suitable person to support you, please contact CJTS to discuss possible alternative options.* |
| 3.2 | **Prepare for the assessment**Prepare for the assessment by completing each of the items on Form 3.2 (Assessment Preparation Form). This includes:* Discussing the purpose of the assessment
* Sourcing an appropriate assessment tool
* Reviewing any technical procedures / supporting documentation relating to the assessment
* Arranging the assessment time and location
* Arranging the resources and equipment needed for the assessment

Refer to your support person if you need assistance to complete this form.Meet with your support person to confirm your understanding of the assessment process and your readiness to conduct the assessment.

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| Important.jpg | Your support person must sign Form 3.2 to confirm your understanding of the assessment process and your readiness to conduct the assessment. |

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| 3.3 | **Conduct the assessment**Conduct a pre-assessment briefing with the candidate, then carry out the assessment using the appropriate assessment tool from your organisation. Advise your candidate of the assessment decision and provide them with feedback. Ensure the assessment tool is completed accurately, legibly and in full.

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| Important.jpg | Arrange for your support person to observe you conducting the assessment and record their observations on Form 3.3 (Performing the Assessment – Observation Form). |

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| 3.4 | **Review your performance as an assessor**With your support person, review your performance during the assessment and identify:1. The things you did well; and
2. Areas in which you could improve your personal performance as an assessor.

Document these on Form 3.4 (Assessment self-review form).

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| Important.jpg | For this task, it is essential that you identify and document areas in which you can improve as an assessor. |

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| 3.5 | **Provide a copy of the completed assessment tool**Provide a copy of the tool you used to conduct the assessment. Ensure this has been completed in full, including names, dates, signatures and comments where required.If there are any parts of the tool that are incomplete, please provide an explanation why. |

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| Assessment Task 4 – Post-course assessment #2 in the workplace |

Conduct another assessment in the workplace. This should be done in accordance with the instructions for Assessment Task 3 (refer page 13).

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| Important.jpg | Where possible, you should assess a different candidate on a different topic to that used for Assessment Task 3. |

If you are unable to get access to different a candidate, you are permitted to use the same candidate for this Task, but you must assess them on a different topic to the ones chosen for Assessment Task 2 and 3.

If you only have access to one type of assessment in your organisation, you are permitted to repeat the assessment used for Assessment Task 3, but you must conduct it with a different candidate.

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| Important.jpg | **Form 3.1 – Instructions for workplace support person** applies for Assessment Task 3 and Assessment Task 4. There is no need to get your support person to complete this form again for Assessment Task 4. |

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| Assessment Task 5 –  |

For this assessment task, you are required to answer some questions relating to the assessments you conducted for Tasks 3 and 4, as well as your organisation’s assessment processes.

Your Participant Manual is a valuable source of reference information and may be useful for helping to answer some of the questions.

Should you choose to handwrite your answers, please ensure your writing is legible. Should you wish to type your answers, you may download a copy of this document from the CJTS website (see download instructions on page 2).

Your assessor will contact you regarding any questions you have answered incorrectly or if you have provided insufficient information.

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| 5.1 | **Rules of evidence check**Reflect on the evidence you gathered during the assessment you conducted for Tasks 3 and 4, and complete Form 5.1 (Rules of evidence check). |
| 5.2 | **Review of assessment process and tool**Based on your experience of conducting the assessments for Tasks 3 and 4, make some recommendations for how your organisation could improve the assessment process or assessment tools that you used. Document this on Form 5.2 (Review of assessment process and tool). |
| 5.3 | **Questions about the organisation’s assessment processes**Complete the questions on Form 5.3 relating to your organisation’s assessment processes, then arrange for an appropriate person from your organisation (e.g., a representative from the training department) to review your answers. The questions are:1. What are your organisation’s requirements for lodging completed assessments?
2. What is your organisation’s process for storing completed assessments after they have been lodged?
3. Who, in addition to the candidate, are you expected to report assessment results to at the end of an assessment? How are you expected to report the results to these people?
4. How would you respond to a candidate who was unhappy with the outcome of an assessment that you had just carried out with them?
5. What is the appropriate process in your organisation for providing suggestions for improving assessment processes or tools?
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| Form 3.1 – Instructions for workplace support person |
| **Introduction**Thank you for agreeing to support a candidate from your workplace to undertake the post-course assessment tasks for the unit *NAT10898001 – Carry out workplace assessments*. This unit is from CJTS’s nationally accredited Course in Field-based Training and Assessment.The unit describes the skills and knowledge required to carry out assessments in the workplace following established assessment processes and using assessment tools already developed by others. It applies to those with significant technical or vocational expertise who are expected to assess others as part of their work responsibilities.**Requirement to be a support person**To perform the role of support person for this assessment, you should be a qualified and experienced workplace assessor, with a good understanding of your organisation’s assessment processes. Ideally you will work in the organisation’s training department.Your role will be to provide support to the candidate as they undertake their assessment tasks and confirm that they have conducted assessments to the standard required in your workplace.**Overview of assessment task**The candidate is required to prepare for and perform a minimum of two workplace assessments, in accordance with workplace procedures, and accurately complete all assessment documentation for each of the assessments. Where possible, each assessment should be for a different topic and for a different candidate.**What support do I need to provide?**You can support the candidate to undertake this assessment by:* Helping to identify 2 suitable people to be assessed, and topics on which those people can be assessed
* Helping them to prepare for the assessment, ensuring that they understand the process to be followed, and the equipment, methods and tools to be used, etc
* Meeting with them to discuss the assessment process and ensure they understand what is required (you will need to sign Form 3.2 and 4.1 – Assessment preparation form)
* Ensuring they are given the time and any other resources needed to carry out the workplace assessment activities
* Observing them conducting the two assessments
* Checking that they complete the assessment paperwork in accordance with organisational requirements
* Completing the ‘Performing the assessment – Observation Form’ for each assessment they conduct (Form 3.3 and 4.2) and providing thorough written feedback on the form
* Helping them to reflect upon and review their performance as an assessor
* Checking their answers to the Workplace assessment review questions and activities (Assessment Task 5) to ensure they are consistent with the organisation’s assessment policies and procedures, and completing the support person declaration (Form 5.3)
 |
| **Further information**Should you have any concerns about the requirements of the assessment or wish for further information, please contact Col Joy Training Services on (07) 4942 6311 or email fbta@coljoytraining.com.au Please note that a Col Joy Training Services assessor may contact you should we require additional information to assist in making our assessment decision. |
| **Your details**Please provide the information below. |
| Your name: |  |
| Your position: |  |
| Organisation: |  |
| Your phone no: |  | Your email address: |  |
| Assessment qualification(s) / experience |  |
| Name of the person you are supporting: |  |
| Work relationship to the person: |  |
| Approximate length of time you have worked with the person: |  |
| **Declaration*** I have read and understood the instructions in this document
* I have experience as a workplace assessor and knowledge of the organisation’s assessment requirements, and consider myself to be an appropriate support person for the candidate
* I understand that, if I am unsure about any of the requirements of the assessment or my role as a support person, I can contact CJTS using the details provided above
 |
| Name: |  | Signature: |  | Date: |  |

**Note:** If the candidate will require more than one support person (e.g., due to rostering arrangements), a copy of this form should be completed by each support person.

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| Form 3.2 – Assessment Preparation Form |
| **Assessor’s name:** |
| **Instructions**This form has been developed to support you to prepare thoroughly for conducting an assessment in the workplace. Ensure you provide as much detail and explanatory information as possible.You may seek assistance from an appropriate support person from your organisation (e.g., training department representative) when completing this form. |
| **Assessment purpose** |
| What is the purpose of the assessment? |
| Who did you discuss and confirm the assessment purpose with? |
| Name: | Role: |
| Why did you discuss and confirm the assessment purpose with this person? |
| **Assessment tool(s)** |
| What assessment tool(s) do you need to use to conduct the assessment?*Include full tool title(s) and document number(s)* |
| How have you made sure that you have the most current version of the assessment tool(s)? |
| [ ]  Tick to confirm that you have accessed, read and understood the assessment tool(s) |
| **Technical procedures / supporting documentation** |
| What technical procedures / supporting documentation relates to the activity being assessed?*Include full document title(s) and document number(s)* |
| [ ]  Tick to confirm that you have accessed, read and understood the technical procedures / supporting documentation |
| **Assessment time and location** |
| What date and time have you arranged for the assessment? |
| What location(s) have you arranged for the assessment?*Be specific – where will the assessment occur on your site?* |
| Who have you confirmed these arrangements with? |
| Name: | Role: |
| Name: | Role: |
| Name: | Role: |
| **Resources and equipment** |
| What resources and equipment are needed to conduct the assessment? |
| [ ]  Tick to confirm that you have organised the necessary resources and equipment |
| **Understanding of the assessment process**Please meet with your support person to confirm your understanding of the assessment process and your readiness to conduct the assessment. |
| Tick to confirm that you have discussed and understand the following: |
| [ ]  Assessment methods to be used |
| [ ]  Sequence of assessment |
| [ ]  Timing / timeframe for assessment |
| [ ]  Assessment tool(s) to be used |
| [ ]  Any reasonable adjustments that may apply to the assessment |
| [ ]  Equipment needed |
| [ ]  What to do if candidate’s performance is not satisfactory |
| [ ]  Organisation’s appeals / complaints policy relating to assessment |
| [ ]  Organisation’s confidentiality policy relating to assessments |
| [ ]  How to lodge completed assessment documentation |
| [ ]  What to do if unsure about any aspect of the assessment process |
| **Support person declaration**I confirm that I have met with the assessor and discussed the points listed above. I confirm that the assessor understands the assessment process to be followed and is thoroughly prepared for conducting the assessment. |
| Name: |  | Signature: |  | Date: |  |

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| **Form 3.3 – Performing the assessment – Observation Form** |
| **Assessor’s name:** |  | This is the name of the person undertaking the *Carry out workplace assessments* course |
| **Observer’s name:** |  | This person should be a qualified workplace assessor |
| **Name of candidate:** |  | This is the name of the candidate who is being assessed by the assessor |
| **Date:** |  |
| **Instructions for observer:** |
| Please use the following checklist to record your observations of the assessor performing an assessment in the workplace, using appropriate assessment tools from your organisation.Please provide general comments and feedback for the person you are observing in the space provided at the end of the checklist. If you have ticked ‘no’ against any of the evaluation criteria, please use this space to explain why.  |
| **Evaluation criteria** | **Yes** | **No** |
| **Pre-assessment briefing**At the commencement of the assessment, did the assessor address the following issues with the candidate? |
| * The purpose of the assessment
 |  |  |
| * The assessment process / methods to be used
 |  |  |
| * Requirements for a competent result
 |  |  |
| * Consequences of a not yet competent result
 |  |  |
| * Appeals process
 |  |  |
| * Issues / concerns / special needs
 |  |  |
| * The candidate’s readiness to be assessed
 |  |  |
| **Preparation** |
| * Was the assessor well prepared for the assessment?
 |  |  |
| **Evidence collection**During the evidence gathering process, did the assessor: |
| * Collect evidence using the appropriate assessment tool and in accordance with the organisation’s assessment procedures?
 |  |  |
| * Express themself clearly when communicating with the candidate?
 |  |  |
| * Use appropriate communication and interpersonal skills to support the candidate?
 |  |  |
| * Support the candidate without coaching them through the assessment?
 |  |  |
| * Monitor the candidate to ensure that they were working safely, without risk to themselves or others in the workplace
 |  |  |
| * Ensure the assessment process was safe and addresses any health and safety risks immediately and appropriately
 |  |  |
| **Evaluation criteria** | **Yes** | **No** |
| **Assessment decision and feedback**Did the assessor: |
| * Make the correct assessment decision based on the evidence provided by the candidate?
 |  |  |
| * Provide the candidate with clear, accurate and appropriate feedback?
 |  |  |
| * Complete all assessment paperwork accurately, thoroughly and in accordance with organisational requirements
 |  |  |
| **Overall, was standard of assessment satisfactory?** | 🞎 **YES** 🞎 **NO** |
| **Observer notes / feedback for the assessor. Comments must be provided.**Please use the space below to record your comments and feedback on the assessor’s performance – e.g., what they did well; opportunities for improvement, etc. |
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| **Signed:****(Observer)** |  | **Signed:** **(Assessor)** |  |

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| **Form 3.4 – Assessment self-review form** |
| **Instructions:** |
| The assessor and the observer should discuss the assessment immediately after it has been completed. It is recommended that the observer begins by asking the assessor to self-evaluate their performance. Sample questions that could be used to focus the discussion / prompt the assessor include: * Overall, how did the assessment go?
* Is there anything you would do different next time?
* What was the best part of the assessment process for you?
* Are there any specific areas that you could improve?

After the assessor has finished self-evaluating their performance, the observer should offer their own comments and feedback (key points from this feedback should have been documented in the box at the bottom of Form 3.3).Following this discussion, the assessor must document in the space below, a self-assessment of their performance and identify areas they intend to focus on to improve their performance in the future. The assessor must show evidence of serious self-reflection, taking into account the feedback provided by the observer. They may wish to use the information on the next page to assist with the self-reflection process. |
| **What went well***You may wish to use the reflection questions on the next page for ideas**Please write at least 80 words.*  |
| **Areas to improve upon***You must identify areas in which you can improve your performance as an assessor**You may wish to use the reflection questions on the next page for ideas**Please write at least 80 words.*  |

When completing the assessment self-review form, you may find it useful to structure your reflection around the following areas.

| **Area** | **Reflection questions** |
| --- | --- |
| Preparation | Did I have a thorough understanding of the assessment process to be followed and was I familiar enough with the assessment tool?Did I arrange all of the necessary resources and equipment on time? |
| Pre-assessment briefing | Did I explain the assessment process to the candidate as clearly as possible?Did I put the candidate at ease?Did I check whether the candidate had any special needs?Did I make sure the candidate was ready to be assessed? |
| Evidence gathering | Did I support the candidate appropriately during the evidence gathering phase of the assessment?Did I provide the candidate with clear instructions about what they were required to do?Was I sufficiently objective, or did I ‘coach’ the candidate during the assessment?Were all parts of the assessment completed in the appropriate sequence?Did the evidence gathering process progress smoothly?Did I use the assessment tool efficiently as a guide through the assessment process?Did I ensure that the assessment was conducted safely?Did I make any adjustments to the assessment process, and if so, were they reasonable? |
| Decision-making | Am I comfortable that I made the correct assessment decision?Did I seek guidance from others if I was unsure about the assessment decision? |
| Feedback | Did I ask the candidate how they felt they performed in the assessment?Did I clearly advise the candidate of the assessment decision?Did I provide constructive feedback to the candidate, both positive and negative (if appropriate)?Was my feedback clear?Did I manage the candidate’s reaction to the assessment decision well? |
| Documentation | Did I complete all parts of the assessment tool correctly?Was my writing neat?Were my comments clear and meaningful?Did I complete the tool thoroughly, including all signatures and dates?Was the documentation completed promptly after the assessment and given to the appropriate person for processing? |

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| **Task 3.5 – Completed assessment tool** |
| Behind this page, **insert a copy of the tool you used** to conduct the assessment for Assessment Task 3. Ensure the tool has been completed in full, including names, dates, signatures and comments where required.If there are any parts of the tool that are incomplete, please provide an explanation why. |

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| **Form 4.1 – Assessment Preparation Form** |
| **Assessor’s name:** |
| **Instructions**This form has been developed to support you to prepare thoroughly for conducting an assessment in the workplace. Ensure you provide as much detail and explanatory information as possible.You may seek assistance from an appropriate support person from your organisation (e.g., training department representative) when completing this form. |
| **Assessment purpose** |
| What is the purpose of the assessment? |
| Who did you discuss and confirm the assessment purpose with? |
| Name: | Role: |
| Why did you discuss and confirm the assessment purpose with this person? |
| **Assessment tool(s)** |
| What assessment tool(s) do you need to use to conduct the assessment?*Include full tool title(s) and document number(s)* |
| How have you made sure that you have the most current version of the assessment tool(s)? |
| [ ]  Tick to confirm that you have accessed, read and understood the assessment tool(s) |
| **Technical procedures / supporting documentation** |
| What technical procedures / supporting documentation relates to the activity being assessed?*Include full document title(s) and document number(s)* |
| [ ]  Tick to confirm that you have accessed, read and understood the technical procedures / supporting documentation |
| **Assessment time and location** |
| What date and time have you arranged for the assessment? |
| What location(s) have you arranged for the assessment?*Be specific – where will the assessment occur on your site?* |
| Who have you confirmed these arrangements with? |
| Name: | Role: |
| Name: | Role: |
| Name: | Role: |
| **Resources and equipment** |
| What resources and equipment are needed to conduct the assessment? |
| [ ]  Tick to confirm that you have organised the necessary resources and equipment |

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| **Understanding of the assessment process**Please meet with your support person to confirm your understanding of the assessment process and your readiness to conduct the assessment. |
| Tick to confirm that you have discussed and understand the following: |
| [ ]  Assessment methods to be used |
| [ ]  Sequence of assessment |
| [ ]  Timing / timeframe for assessment |
| [ ]  Assessment tool(s) to be used |
| [ ]  Any reasonable adjustments that may apply to the assessment |
| [ ]  Equipment needed |
| [ ]  What to do if candidate’s performance is not satisfactory |
| [ ]  Organisation’s appeals / complaints policy relating to assessment |
| [ ]  Organisation’s confidentiality policy relating to assessments |
| [ ]  How to lodge completed assessment documentation |
| [ ]  What to do if unsure about any aspect of the assessment process |
| **Support person declaration**I confirm that I have met with the assessor and discussed the points listed above. I confirm that the assessor understands the assessment process to be followed and is thoroughly prepared for conducting the assessment. |
| Name: |  | Signature: |  | Date: |  |

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| **Form 4.2 – Performing the assessment – Observation Form** |
| **Assessor’s name:** |  | This is the name of the person undertaking the *Carry out workplace assessments* course |
| **Observer’s name:** |  | This person should be a qualified workplace assessor |
| **Name of candidate:** |  | This is the name of the candidate who is being assessed by the assessor |
| **Date:** |  |
| **Instructions for observer:** |
| Please use the following checklist to record your observations of the assessor performing an assessment in the workplace, using appropriate assessment tools from your organisation.Please provide general comments and feedback for the person you are observing in the space provided at the end of the checklist. If you have ticked ‘no’ against any of the evaluation criteria, please use this space to explain why.  |
| **Evaluation criteria** | **Yes** | **No** |
| **Pre-assessment briefing**At the commencement of the assessment, did the assessor address the following issues with the candidate? |
| * The purpose of the assessment
 |  |  |
| * The assessment process / methods to be used
 |  |  |
| * Requirements for a competent result
 |  |  |
| * Consequences of a not yet competent result
 |  |  |
| * Appeals process
 |  |  |
| * Issues / concerns / special needs
 |  |  |
| * The candidate’s readiness to be assessed
 |  |  |
| **Preparation** |
| * Was the assessor well prepared for the assessment?
 |  |  |
| **Evidence collection**During the evidence gathering process, did the assessor: |
| * Collect evidence using the appropriate assessment tool and in accordance with the organisation’s assessment procedures?
 |  |  |
| * Express themself clearly when communicating with the candidate?
 |  |  |
| * Use appropriate communication and interpersonal skills to support the candidate?
 |  |  |
| * Support the candidate without coaching them through the assessment?
 |  |  |
| * Monitor the candidate to ensure that they were working safely, without risk to themselves or others in the workplace
 |  |  |
| * Ensure the assessment process was safe and addresses any health and safety risks immediately and appropriately
 |  |  |
| **Evaluation criteria** | **Yes** | **No** |
| **Assessment decision and feedback**Did the assessor: |
| * Make the correct assessment decision based on the evidence provided by the candidate?
 |  |  |
| * Provide the candidate with clear, accurate and appropriate feedback?
 |  |  |
| * Complete all assessment paperwork accurately, thoroughly and in accordance with organisational requirements
 |  |  |
| **Overall, was standard of assessment satisfactory?** | 🞎 **YES** 🞎 **NO** |
| **Observer notes / feedback for the assessor. Comments must be provided.**Please use the space below to record your comments and feedback on the assessor’s performance – e.g., what did they do well; opportunities for improvement, etc. |
|  |
| **Signed:****(Observer)** |  | **Signed:** **(Assessor)** |  |

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| **Form 4.3 – Assessment self-review form** |
| **Instructions:** |
| The assessor and the observer should discuss the assessment immediately after it has been completed. It is recommended that the observer begins by asking the assessor to self-evaluate their performance. Sample questions that could be used to focus the discussion / prompt the assessor include: * Overall, how did the assessment go?
* Is there anything you would do different next time?
* What was the best part of the assessment process for you?
* Are there any specific areas that you could improve?

After the assessor has finished self-evaluating their performance, the observer should offer their own comments and feedback (key points from this feedback should have been documented in the box at the bottom of Form 3.2).Following this discussion, the assessor must document in the space below, a self-assessment of their performance and identify areas they intend to focus on to improve their performance in the future. The assessor must show evidence of serious self-reflection, taking into account the feedback provided by the observer. They may wish to use the information on the next page to assist with the self-reflection process. |
| **What went well***You may wish to use the reflection questions on the next page for ideas**Please write at least 80 words.*  |
| **Areas to improve upon***You must identify areas in which you can improve your performance as an assessor**You may wish to use the reflection questions on the next page for ideas**Please write at least 80 words.*  |

When completing the assessment self-review form, you may find it useful to structure your reflection around the following areas.

| **Area** | **Reflection questions** |
| --- | --- |
| Preparation | Did I have a thorough understanding of the assessment process to be followed and was I familiar enough with the assessment tool?Did I arrange all of the necessary resources and equipment on time? |
| Pre-assessment briefing | Did I explain the assessment process to the candidate as clearly as possible?Did I put the candidate at ease?Did I check whether the candidate had any special needs?Did I make sure the candidate was ready to be assessed? |
| Evidence gathering | Did I support the candidate appropriately during the evidence gathering phase of the assessment?Did I provide the candidate with clear instructions about what they were required to do?Was I sufficiently objective, or did I ‘coach’ the candidate during the assessment?Were all parts of the assessment completed in the appropriate sequence?Did the evidence gathering process progress smoothly?Did I use the assessment tool efficiently as a guide through the assessment process?Did I ensure that the assessment was conducted safely?Did I make any adjustments to the assessment process, and if so, were they reasonable? |
| Decision-making | Am I comfortable that I made the correct assessment decision?Did I seek guidance from others if I was unsure about the assessment decision? |
| Feedback | Did I ask the candidate how they felt they performed in the assessment?Did I clearly advise the candidate of the assessment decision?Did I provide constructive feedback to the candidate, both positive and negative (if appropriate)?Was my feedback clear?Did I manage the candidate’s reaction to the assessment decision well? |
| Documentation | Did I complete all parts of the assessment tool correctly?Was my writing neat?Were my comments clear and meaningful?Did I complete the tool thoroughly, including all signatures and dates?Was the documentation completed promptly after the assessment and given to the appropriate person for processing? |

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| **Task 4.4 – Completed assessment tool** |
| Behind this page, **insert a copy of the tool you used** to conduct the assessment for Assessment Task 4. Ensure the tool has been completed in full, including names, dates, signatures and comments where required.If there are any parts of the tool that are incomplete, please provide an explanation why. |

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| **Form 5.1 – Rules of evidence check** |
| Use the following table to indicate whether the evidence you collected for Assessment Tasks 3 and 4 met the rules of evidence. Provide brief comments in the ‘Why?’ column to justify your responses for each point. |
| **Was the collected evidence:** | **Yes / No** | **Why?** | **Hints** |
| **Valid**The evidence relates directly to the competency being assessed |  |  | Was the evidence gathered under realistic work conditions?Did the evidence include realistic workplace activities and scenarios?Were realistic procedures and equipment used?If the assessment was based on a competency standard, does the evidence relate directly to that standard? |
| **Sufficient**There was enough evidence to be sure that the candidate can perform the task / activity correctly on a consistent basis and under a range of conditions |  |  | Was the candidate required to perform the task on multiple occasions over a period of time?Did the candidate provide evidence that they could perform the task under different conditions / in different situations?Was a range of different assessment methods used?If the assessment was a ‘one off’, is there other evidence to suggest that the candidate can consistently perform the task to the required standard (e.g., demonstrations during training sessions, supervisor feedback in relation to on-the-job performance, etc)? |
| **Current**Evidence was recent enough to be sure that the candidate can perform the task / activity correctly now |  |  | Was the assessment conducted recently?Was the candidate directly observed performing a task or answering questions?Did the candidate perform in accordance with latest operating procedures? |
| **Authentic**The evidence was definitely produced by the candidate |  |  | Was the candidate directly observed performing a task or answering questions? |

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| **Form 5.2 – Review of assessment process and tool** |
| Reflect on the assessment process you have undertaken and the assessment tool you used.What recommendations would you make to your organisation for improving the assessment process and / or tools?*You must identify at least one way in which your organisation’s assessment process or tool could be improved and describe this clearly in the space below.* |
| When formulating your recommendations, you may wish to consider the following:* Is the assessment process sequenced appropriately?
* Are the assessment instructions clear, for both the candidate and the assessor?
* Does everything in the assessment tool make sense?
	+ Are questions written clearly?
	+ Are assessment criteria clear?
* Are sample answers provided for assessors, and are these accurate?
* Is the tool practical to use?
	+ Does the tool contain sufficient space for you to record your observations and comments?
	+ Is the amount of writing required reasonable or excessive?
* Is the assessment process practical to administer?
	+ Have appropriate assessment methods been selected?
	+ Are the equipment and resources needed to carry out the assessment readily available in the workplace?
* Does the assessment process and tool ensure that the right amount of evidence is gathered for you to make a reliable assessment decision?
	+ Do questions / observation points need to be added or removed?
	+ Should assessment activities be added or removed?
* Is the assessment at the right level of difficulty for what is being assessed?
* Do you feel comfortable that, at the end of the assessment process, you are able to make a reliable judgement about whether the candidate is consistently able to perform the task / activity safely and to the standard required in the workplace?
 |

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| **Form 5.3 – Questions about the organisation’s assessment processes** |
| **Instructions**Please answer the questions listed below. The questions relate to your organisation’s assessment policies and procedures, and / or the assessments you conducted for Task 3 and 4. All questions must be answered in full, using full sentence answers. When you have finished answering the questions, arrange for an appropriate person from your organisation (e.g., a training department representative) to confirm that your answers are consistent with your organisation’s assessment policies and procedures. |
| 1. | What are your organisation’s requirements for lodging completed assessments? |
| 2. | What is your organisation’s process for storing completed assessments after they have been lodged? |
| 3. | Who, in addition to the candidate, are you expected to report assessment results to at the end of an assessment?How are you expected to report the results to these people? |
| 4. | How would you respond to a candidate who was unhappy with the outcome of an assessment that you had just carried out with them? |
| 5. | What is the appropriate process in your organisation for providing suggestions for improving assessment processes or tools? |
| **Support person declaration**I confirm that the candidate’s responses to the above questions are consistent with our organisation’s assessment policies and procedures. |
| Name: |  | Signature: |  | Date: |  |