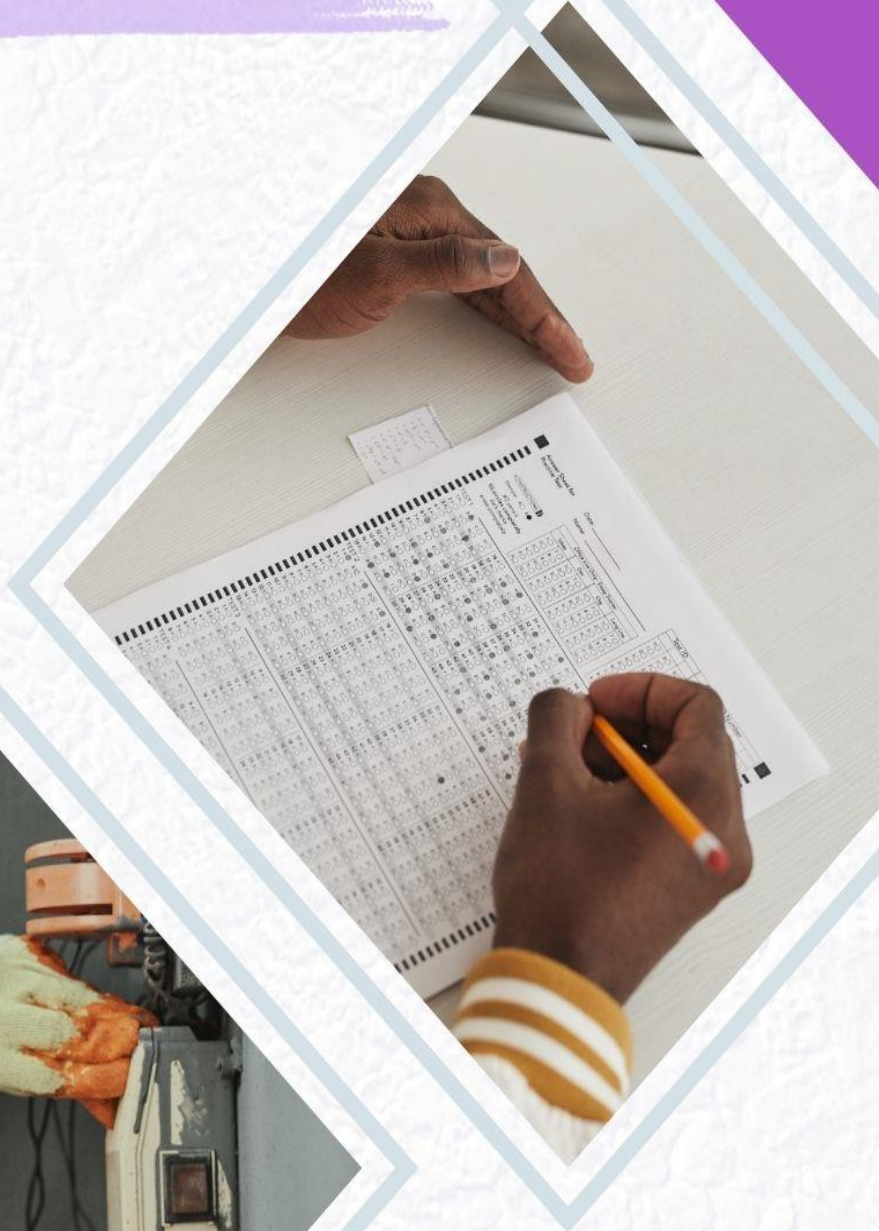




ASSESSOR HANDBOOK

REGISTRATION AND OPERATION GUIDELINES





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ASSESSOR HANDBOOK: REGISTRATION AND OPERATION GUIDELINES

SECTION A

On Becoming a Registered Assessor

An assessor is required to have the knowledge, skills and experience in the occupational sector in which he/she is assessing, as well as the skills and experience in Competency Based Education and Training (CBET) assessment methodologies. Therefore, an individual applying to be an NCTVET assessor must be trained and certified in the NVQ-J Level 4 Assessment or any related qualification that has been evaluated and approved by the NCTVET. The requirements may be viewed on the National Council on Technical and Vocational Education and Training (NCTVET) website¹.

The job of an assessor is to evaluate the abilities and attitudes of candidates who are working towards being awarded the National Vocational Qualification of Jamaica (NVQ-J) or Caribbean Vocational Qualification (CVQ) certification in an occupational area of their choice.

An assessor is required to:

- Observe and assess candidates/trainees in workplace or training settings
- Examine portfolio of evidence of training and prior learning recognition
- Provide feedback and offer advice to candidates where standards are not met
- Complete the required documentation for assessed candidates
- Work with training staff, on-the-job supervisors and external verifiers to ensure that the assessment process is completed efficiently.

Personal, managerial and technical competencies

The assessor is required to work with persons of varying economic, educational and cultural backgrounds and personalities and must, therefore, be able to deal effectively with interpersonal issues that may arise during the assessment.

To be effective, the assessor must be competent in the occupational area he/she is required to assess and be able to work efficiently in different environments to plan, conduct and review assessment of competencies. This requires a mix of technical and managerial skills.

¹ The NCTVET's website is <https://www.nctvetjamaica.org>

Industry Experience

The technical skills must include knowledge of industry practices and the requirements of employers in the field. This implies current exposure to industry practices that will assist in benchmarking best practices for assessment. Work experience (of at least eighteen (18) months) in the relevant industry is a distinct asset. Such experience should be relevant to the competency field for which the assessor status is being sought.

- a) Currency of Industry Experience: The applicant must have recent industry experience so that he/she can be aware of current best practices. Specifically, an assessor should have worked or been exposed to industry practices in the area within eighteen (18) months prior to his/her submission of an application.
- b) Range of Quality of Experience: Experience should be directly related to the competency and should cover a range of competencies that will enable the assessor to make consistent assessment decisions relative to the units being assessed. The assessor should therefore be aware of local and international best practices in the skill and related areas. Experience as a trainer or supervisory experience in the skill/related areas, although not mandatory for the assessment of skills at Levels 1 – 4, is a distinct asset.

Assessor Qualifications

In addition to the completion of the NVQ-J Assessment Level 4 qualification, an assessor **must** have certification and qualification in the specific skill area or a skill area which is closely related to the one being assessed. The qualification must be at least one level above the units for which the application is being made. **All qualifications must meet the following minimum requirements; to assess:**

- Level 7 -8: Level 8/Doctoral Degree; 3 years' experience as a trainer/supervisor
- Level 6: Level 7/Master's Degree; 2 years' experience as a trainer/supervisor
- Level 5: NVQ-J Level 6 /Professional Licences/Post-Graduate Certificate/
 - Post-Graduate Diploma; 1 year experience as a trainer/supervisor
- Level 4: NVQ-J Level 5/Bachelor's Degree
- Level 3: NVQ-J Level 4/Associate Degree/Advanced Diploma
- Levels 1-2: NVQ-J Level 3 /Professional Certificate/Diploma

The Assessor Approval Process

The person interested in becoming an Assessor is required to submit a completed copy of the Application for Assessor Registration form. The applicant should tick and complete the boxes and sections that are relevant to the request he/she is making. The completed application form (hard copy), along with ALL the relevant documents named in the table below, is to be submitted to the Registry & Certification (R&C) Department.

Table 1: Required documents

1.	NVQ-J Level 4 Assessor Certificate/E-Certificate Number or any related qualification which has been evaluated and approved by the NCTVET
2.	Evidence of qualification in the relevant area of expertise. Such qualification should be at least one level above the level for which Assessor status is being sought (refer to Assessor Qualifications above).
3.	Transcript(s) for areas of study. Those areas of study are to be specific to the units for which approval is being sought.
4.	Curriculum Vitae (indicating qualification(s) and experience in the units being applied for)
5.	Qualification Plans (with the requested units ticked. EACH UNIT IS TO BE TICKED ONLY ONCE, irrespective of the number of Qualification Plans on which it can be found)
6.	Evidence of Industry Experience (for example, work furlough in the sector for which approval to assess units is being sought, done at least eighteen (18) months prior to the application date)

With the exception of “Special Considerations” (see below), the application can be submitted by either the individual or the ATO requiring his/her service as an Assessor.

Special Considerations

There are instances where there are no Assessors registered for a programme/skill or a particular level, largely because this programme/skill may be among those that are new and emerging. It may also be that there was no higher-level training being offered in the past. Given the challenges this has posed to have trainees assessed, the NCTVET has put provisions in place to allow persons who have working experience in TVET, but are without the requisite certification, to be contracted as assessors under a “special” arrangement.

Special considerations will be made:

1. if the individual required to be an assessor has the same level of qualification in the occupational area being requested. He/she will be required to submit:
 - (i) the NVQ-J Assessment Level 4 certification
 - (ii) evidence of at least four (4) years working experience in the occupational field, at a level higher than the one being requested, for example a job description.
 - (iii) a completed NCTVET Assessor Applicant’s Testimonial form, located on the NCTVET’s website (see page 1), verifying the applicant’s years of experience and attesting to the level at which he/she currently operates in the requested field/skill. The form should be:
 - completed by an individual or business entity with whom the applicant has conducted related business
 - signed and stamped/sealed by a public figure who knows the applicant; that is, head of past training institution/a Justice of the Peace (JP), Minister of Religion, Manager or CEO of an entity related to the occupational area being applied for.
2. if the individual is applying to be an assessor of a new and emerging skill for which there is no/limited number of assessors but **does not** have the requisite technical

qualification/certification or the NVQ-J Assessment Level 4 certification. He/she will be required to:

- (i) submit evidence of at least five (5) years working experience in the skill/ occupational field, for example a job description
- (ii) submit evidence of working at the training/supervisory level (Level 3 and above) in the skill/occupational field, for at least two (2) of the five (5) years, for example a job description.
- (iii) if self-employed, submit a letter signed by your immediate supervisor, or, by either of the parties identified in 1(iii) above
- (iv) submit evidence of tertiary level education
- (iv) submit a completed NCTVET Assessor Applicant's Testimonial form, located on the NCTVET's website: (see page 1), verifying the years of working experience. The form should be:
 - completed by an individual or business entity with whom the applicant has provided service to or on behalf of
 - signed and stamped/sealed by a public figure who knows the applicant; either a Justice of the Peace (JP), Minister of Religion, Principal or Manager/CEO of an entity related to the occupational area being applied for.
- (v) participate in an assessment workshop/orientation activity hosted by the NCTVET to acquire the basic skills associated with CBET assessment methodologies, prior to the conducting of the first assessment activity. Evidence of such involvement is to be submitted to the Director/Manager of the Quality Assurance Department before engagement in the activity (as per (vi) below.
- (vi) work alongside the institution's Registrar/Assessment Monitoring Officer (AMO) or a NCTVET assigned Assessment Officer (AO) when conducting his/her first two (2) assessment activities. The AMO or NCTVET AO will submit to the QA Department a completed Assessor Evaluation form at the end of the two days.

Note well:

1. **Neither of these individuals will be recognized as a Registered Assessor.** Each will be referred to as a Provisional Assessor, hence, their names will NOT be placed on the Assessor Database. Their profiles and provisional periods will be placed, however, on the NCTVET's website (see page 1).
2. The provisional period is one (1) year, during which time it is expected that the incumbent will either acquire or take relevant steps towards acquiring the relevant certification. Evidence of either certification or the steps taken towards certification will need to be submitted to the NCTVET before any further contractual arrangements can be made. If such evidence is not received by the end of the provisional year, the names will be removed from the NCTVET's website, signifying that that person can no longer be contracted to conduct assessment activities.

3. Requests for “Special Consideration”, along with the required pieces of evidence, are to be submitted by the authorized personnel at the institution/department requiring the services of the Assessor, to the Director/Manager of the Quality Assurance Department
4. Additional pieces of evidence not asked for, may also be provided, if relevant, to support a request for “Special Consideration”.

The Appeals Process

1. Applicants can make an appeal only for decisions NOT made by the **Quality Assurance (QA) Assessor Approval Committee**
2. Appeals are to be made within ten (10) working days of the initial email response sent by the QA Administrative Assistant or designate/proxy
3. Appeals are to be made on the Application for Assessor Registration form (Section 4) and submitted to the Manager of the Quality Assurance Department through the Director of the Registration and Certification Department.

- Those requests for appeal, will then be referred to the QA Assessor Approval Committee, along with the initial documentation that had influenced the decision not to approve.

4. The QA Assessor Approval Committee, which is scheduled to meet once each month, will re-examine and deliberate on the evidence provided, to decide on whether the original decision not to grant should be withheld or withdrawn.

Finally, it is recommended that persons do not reapply for units that have been denied before a time of six (6) to twelve (12) months have passed. This, it is expected, will give the applicant sufficient time to get the education and or training required.

SECTION B

Operating as a Registered Assessor

An applicant for which one or more units have been approved is recognized as a Registered Assessor. A Registered Assessor must abide by the rules and regulations governing assessments. (Read the Assessment Guidelines, published on the NCTVET’s website – see page 1). Failure to do abide by the rules and regulations laid out in that document will lead to sanctions being imposed. These sanctions are defined on page 10 below.

Monitoring and Evaluation of Assessors

Monitoring and evaluation activities will be carried out on active assessors during selected/scheduled assessment exercises. Assessors will be evaluated using the Assessor Evaluation Instrument, which, when completed by the designated persons at the ATO

and/or the NCTVET, will be submitted to the Director/Manager of the QA Department for analysis.

Assessors who are found in breach of the NCTVET established standards and guidelines will be penalized in one of the ways stated in the table below (page 7), depending on the severity of the risk(s) associated with the breach committed.

Penalties

An Assessor will be notified in writing, within five (5) working days of the breach(es) noted or reported, and informed of the possibility of his/her suspension, as per established measures, pending further investigation.

Suspension could entail:

- (i) deactivation of the assessor profile on the system.
- (ii) the assessor being barred from carrying out assessments/assessment related activities.

Sanctions after investigation will depend on the severity of the breach (major or minor), as outlined in the table below.

Category	Criteria	Penalty
Major	<ul style="list-style-type: none"> a) Falsifying candidates' assessment outcomes b) Assessing Competency Standards/ Units without the required assessor approval c) Continued inconsistencies in grading candidates' (stated outcomes of assessments) after being cited for a minor breach d) Attaining an average score of 1 on three (3) or more consecutive <u>Assessor Evaluation Instruments</u> 	The Assessor's status will be deactivated for a period of three (3) years, after which he/she may reapply, following the full Assessor Registration process. If approval is granted, the Assessor, in their notification email, will be informed that any new breach (at {a} {b} and {c}), upon being investigated and proven, or their attaining an average score of 1 the first time after reinstatement, will result in them being permanently removed from the Assessors' Register.
Minor	<ul style="list-style-type: none"> a) Frequent inconsistencies in grading candidates' (stated outcomes of assessments) during three (3) or more consecutive assessments b) Attaining an average score of 2 on three (3) or more consecutive <u>Assessor Evaluation Instruments</u> 	The status of the assessor will be deactivated for a period no fewer than six (6) but no more than twelve (12) months, with warning that any other breach committed upon reinstatement may lead to deactivation of their status for a period of three (3) years (equating to a major breach).