

Assessor Guidelines

About Skills

Skills has programmes for 22 different industries, from Plumbing and Drainlaying to First Aid and Real Estate, and many things in between. We ensure the consistency and quality of workplace assessment. Our staff work closely with assessors and learners to help learners get their qualifications.

Skills has a Moderation and Assessment Team to help and support you in your role as an assessor, and you can **contact us at assessorinfo@skills.org.nz**.

Registered Assessors

There are **two** different types of Skills Assessors:

- **Workplace Assessors** – can assess learners from their own workplace
- **Contracted Workplace Assessors** – can assess learners from a number of workplaces.

Generally, a Contracted Workplace Assessor must have been assessing for at least three years before applying.

Contracted assessors also need to sign a contract.

You can find the application forms and all the information you need to know about registering as a Skills Assessor on the Skills website [here](#).

Assessor Inductions

Part of the assessor registration process is an assessor induction. This is online and once your assessor application has been processed, you will receive a link to it.

Assessor Registrations

Your registration is valid for three years. You should receive:

- An Assessor Certificate
- Access to assessment resources on Skills Bank or through a Skills staff member
- An Assessor Scope

Your registration is reviewed annually and depends on a number of factors. These include:

- previous moderation results
- completion of at least three assessments in per 12 months
- having management endorsement
- participating in continuing professional development (CPD)

Assessor Scope

You need to take careful note of your assessor scope. These are the only units that you can assess and report credits for. Any units reported out of scope can't be reported.

Assessment Methods

Assessment can occur using a variety of assessment methods. Skills will pre-approve the assessment method that best suits an industry, or a group of learners. When applicable, we will inform you before any assessment takes place.

Some of the assessment methods are:

- **Alignment:**
An assessment model that maps workplace training and evidence against a qualification. It is only offered where there is robust training.
- **Standalone assessments:**
Individual unit standards with an assessment resource used to assess that unit standard.
- **Skills Recognition (Recognition of Current Competency) :**
If a learner is experienced in their role, currently competent, and working at the level of the programme, they can be considered for an RCC assessment. This doesn't apply to individual unit standards, but to a whole programme.
- **Integrated Assessments:**
Assessment resources can cover several unit standards in one resource.
- **Verification logbooks:**
A verifier, who is often a manager or supervisor, can sign a verification logbook to confirm that the learner has done the stated task to the required level.
- **Competency Discussion:**
An assessor can have a discussion with a candidate to assess their competency and make an assessment decision. The discussion needs to be triangulated by other types of evidence such as an evidence portfolio and verification. This type of assessment needs to be pre-approved before it happens.

Assessment Resources

Assessor Guides / learner Assessments

Unless assessment resources are provided by a Skills representative, please only use the resources on **SkillsBank**, the Skills assessment resource library. They can be accessed using a log-in (which will be sent as part of the assessor registration process). Resources on SkillsBank are always the most up-to-date versions.

Please don't save resources on desktops or internal intranet sites as you will miss version changes and may not meet moderation requirements as a result.

You must only use pre-approved resources for assessment. Skills has developed approved resources but if you wish to develop your own, they must be pre-assessment moderated prior to use. There may be a cost involved in this.

There are some Study Guides available to learners in selected sectors.

Assessor Guides

Assessor Guides support consistent assessment decisions and judgements against unit standards in the qualification being assessed.

- Assessor Guides must be stored in a safe place as they contain model answers.
- Under **no** circumstance are they to be given to learners either before or after assessment.
- Don't communicate any of the assessor guide information to any other person outside of the approved organisation.
- Treat all approved Skills assessment documentation as **copyright**.
- Use the materials for their sole intended purpose.
- Don't disclose this information to any person not authorised to receive it.

We welcome **feedback** on our assessment resources, and any aspect of the assessment process. This can be sent to resourcedeveloper@skills.org.nz.

The Assessment Process

Assessment Conditions

- Assessment must be carried out under the conditions outlined in the unit standard.
- You should seek advice from Skills where assessment is planned away from the workplace, or there is any doubt about assessment authenticity.
- Assessment can only be done where there are enough suitable resources available.
- Workplace equipment, resources, and the environment used for assessment must reflect current industry practice and relate to 'real situations'.
- Unit standard Explanatory Notes specify the requirements of the assessment. It is important to read these before conducting an assessment.
- Check the unit standards on the New Zealand Qualifications Authority (NZQA) website as part of your assessment process. The website is www.nzqa.govt.nz. It is important to understand the requirement of the unit standard. The NZQA website will always show the latest version of the unit standard and have the outcomes, evidence requirements, explanatory notes, any pre-requisites and special conditions that relate to them.

Learner Preparation

If there is any doubt about the learner being ready for assessment, you shouldn't carry on.

It is your responsibility to ensure they are prepared for their assessment.

Think about:

- Number of learners
- Groups/ Individually
- Planning out an assessment schedule

Skills pre-assessment briefing agreement / checklist

- Skills assessment material usually has a checklist to make sure the learner understands what is expected of them and is not disadvantaged in any way.
- If there is a pre-requisite for the assessment this will be noted in the assessment resources.
- The learner is expected to answer all questions in their own words to ensure they fully understand a particular topic.
- If you do the assessment orally, you need to make sure that everything is written down to validate the assessment process. Usually, assessments are only conducted orally if the learner has a literacy, language or numeracy difficulty. Don't forget to get the learner to sign that it is their work. You only need to get them to do this once.
- When marked, talk to the learner and explain their results. If they need to be re-assessed, you should explain what the process is, what they needs to do, and give them a timeframe to do it in.

Assessment Questions

It is the learner's responsibility to answer all questions as required.

The learner's answers **must** be in their own words. Copying directly from any learning resource is considered plagiarism and will lead to their assessment being invalid.

Sometimes learners will work together to complete an assessment, and their answers will be the same. You need to clarify that each learner individually demonstrates knowledge of the assessment, and make a note in their individual assessment about what they did.

Verifiers

A verifier may be used as part of the assessment process. This can include:

- observing the learner performing particular task or tasks
- confirming the learner is operating at a particular level of competence
- verifying evidence that is being submitted as part of the assessment is the work of the learner

You should contact the verifier if you have any questions or concerns about the assessment.

The role of the verifier is covered on the Verification section on our website [here](#)

Assessment Evidence

It is up to the learner to collect and provide all the specified workplace documents or **evidence** requested.

The evidence that the learner collects must show that they have complied with (obeyed):

- the policies, procedures and requirements of the organisations involved
- the standards of relevant professional bodies, including their code of ethics
- any relevant legislation or regulations

The key points to remember when assessing the evidence the learner has gathered, is that it must be:

- **Valid** – Evidence presented is appropriate to meet all the requirements of the unit standard
- **Direct** – it must be, or must represent, a real situation that they would come across in their day-to-day workplace
- **Authentic** – it must be the learner's own work
- **Sufficient** – Enough evidence has been checked to allow an informed decision on the competence of the candidate
- **Current** – it must be timely, not too old and not dated after the date of assessment

All workplace documents that the learner submits as evidence must be clearly labelled with their name, the unit standard and task number to match the relevant assessment task.

Learners may use the same piece of evidence for more than one part of the assessment, or more than one unit standard. They must make it clear on the document where each part of evidence is found. You need to be able to go straight to the right part, without reading the whole document. If documents are not labelled clearly, you can instruct the learner to re-label them.

After the Assessment

Use the Assessor Guide for each unit standard to assess the learner's assessment.

Re-assessment opportunities are not an endless, ongoing option. If the learner is not competent, you don't have to assess them, and can ask them to submit a new assessment after further training.

After the assessment, you need to complete the Assessment Results section which is found in each assessment.

- If assessment requirements have not been met, you enter "Not Achieved". You will need to agree on a re-assessment date with the learner, and must enter this in the appropriate place in the assessment. The learner will then need to be re-assessed.
- If the assessment requirements have been met, then you enter "Achieved" in the assessment.

You should give the learner their assessment result and provide **feedback** on their assessment process. The feedback usually includes telling the learner what they did well, where they could improve, and what the next steps are. All feedback should be **positive** and **constructive**.

**You need to keep all assessment material in a safe place for at least 12 months for moderation purposes or assessment appeals.*

Credit reporting

This must be completed using the spreadsheet **template** found on the Skills website. Credit reporting spreadsheets must be sent to Skills within five days of completing the assessment. You should remind learners to check their Record of Learning with NZQA to check credits are reported.

Credit reporting templates can be sent to credits@skills.org.nz.

Assessment appeals

- All learners have the right to appeal your decision.
- If a learner is unhappy with your decision talk it through with them.
- If they are still unhappy they must complete an assessment appeal form and lodge it with Skills to resolve the situation.
- If the situation cannot be resolved by the M & A Advisor, the appeal will be forwarded to the Head of Assessment, Resources and Quality for a final Skills decision.
- The Assessment Appeal Form can be found on the Skills website.

Moderation

To make sure all learners are being assessed to the same standard, the Skills Moderation and Assessment team randomly pick learners assessments and moderate them. Moderation is an important part of best practice assessment. It is a quality management system designed to achieve valid, fair and consistent assessment decisions to the national standard.

The Skills moderation approach is intended to add value and upskill your assessment practice, and is something that all our assessors need to do. If any issues are identified, then we work with you to resolve them.

You need to participate in moderation activities when requested.

This may be done by a written request or when a Skills representative visits the workplace and requests a sample of the learners' assessments.

1. A written (or emailed) request for moderation samples will be sent. It will include:
 - the date the samples are required to be submitted, usually 2 weeks.
 - the unit standard/standards required
 - the date range the unit standards were assessed
 - the number of assessment samples to send
 - how to submit the samples
2. Assessment samples submitted will be sent to the Moderator. The moderator is usually required to complete the moderation process within 3 weeks.
3. The moderator will send the results to the Moderation and Assessment Advisor
4. The Moderation and Assessment Advisor will send the report to you advising them of the result.

** Please remember if you can't submit the samples by the required date, contact the Moderation and Assessment team and discuss this them, otherwise it may seem as though you are ignoring the request.*

Moderators

A moderator is an individual who is responsible for making sure assessments are fair and valid. Skills has a large pool of trained contract moderators who will review your assessment decisions. Moderators are also subject matter experts.

Moderation feedback

When you send material for moderation you will be given meaningful feedback of the outcome. The feedback will inform you about the reasons for the moderator's decision. If there are any issues then we will work with you to resolve them.

Moderation appeals

If you don't agree with a moderation decision, you can make an appeal. The Moderation Appeal Form is on our website.

Risk Management

Non-performance

If the moderator doesn't agree with your decision in 50% of your samples:

- You go on an Improvement Plan and given support
- You will need to submit new samples for moderation
- If 50% or more of the samples meet moderation, you will be taken off the Improvement Plan and will fall into the regular Moderation cycle
- If less than 50% of samples meet moderation, then further support will be given, and more samples needed to be moderated.
- If 50% or more of the samples meet moderation, you will be taken off the Improvement plan and fall into the regular moderation cycle
- If less than 50% meet moderation, Skills will consider de-registering you.

Non-compliance

If you don't respond to moderation requests, or use assessment material that hasn't been pre-assessment moderated:

- If moderation samples are not submitted, (either pre-assessment or post-assessment samples), then you will be placed on a Non-Compliance tracker, and remedial action will be taken. This will involve talking with you about your requirements.
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- If samples are received, then you will be removed from the Non-Compliance tracker and no further action required.
- If the samples are not received, Skills will consider de-registering you.

Assessor forums

These will be held **annually**. You need to come to an Assessor Forum at least once during your three year registration period as part of your ongoing assessor CPD.

Forum details are emailed and advertised on the Skills website.

The Privacy Act

Any workplace documents that the learner attaches as evidence for their assessments **MUST** have any personal and / or confidential information 'blacked out' to protect the privacy and confidentiality of the people and organisations in the documents.

Assessors / Employers must keep assessment records secure and confidential. The reporting of results to candidates, employers and The Skills Organisation must comply with the requirements of the Privacy Act 1993.

Help?

We are here to help. Please do not hesitate to call us if you have any questions. There is lots of good information on our website, or you can email us at assessorinfo@skills.org.nz or call 0508 SKILLS, (0508 754 557), to speak to one of our Moderation & Assessment Advisors.

We look forward to working with you!

Moderation & Assessment Team

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VERSION	DATE	AUTHOR	DESCRIPTION OF CHANGE
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Where significant changes are made to this document, the version number will be incremented by 1.0. Where changes are made for clarity and reading ease only and no change is made to the meaning or intention of this document, the version number will not change.