

Support and Supervision Competences

Module 5 Assessment

5A Assess individuals	
<p>To do this you need to be able to:</p> <ol style="list-style-type: none">1. Ensure the person being assessed understands the purpose and process of assessment.2. assess workers' strengths and weaknesses based on your observation and interaction3. base your assessment on objective criteria4. record your assessment using appropriate tools5. give objective feedback in an appropriate manner	<p>Before doing this you need to:</p> <ol style="list-style-type: none">a) understand the principles of assessmentb) understand your role in the assessment of traineesc) understand and be able to explain the purpose and process of assessment .d) understand the relevant assessment criteriae) use appropriate Citizens Advice and bureau assessment toolsf) Use any technical equipment necessary for the assessmentg) Understand the principles of effective feedbackh) be able to work co-operatively with other support and supervisory staff to ensure efficient, effective and timely assessment of workers.

5B Manage assessment of competence	
<p>To do this you need to be able to:</p> <ol style="list-style-type: none"> 1. Assess individuals as 5A 2. Establish appropriate assessment methods 3. Establish effective briefing, de-briefing and feedback processes for the person being assessed. 4. Establish effective system for recording assessments, that meet internal and external requirements 5. Establish processes for the standardisation of assessment, and work with others to ensure this. 6. Work with other supervision and support staff to co-ordinate timely assessment of learners with minimum disruption to the service. 7. Agree realistic plans and time frames for assessments 8. Regularly review progress and agree revisions to plans with learners 9. Identify with the learner any further activities that will help them achieve the necessary learning or competence 10. Draw together a range of assessments to decide if competence has been reached. 11. Where competence is unlikely to be reached give sensitive and objective feedback and identify other appropriate opportunities for the learner. 	<p>Before doing this you need to:</p> <ol style="list-style-type: none"> a) as for assess individuals 5A b) know a range of assessment methods and be familiar with the assessment processes embedded into Citizens Advice learning programmes. c) Know any assessment requirements of external stakeholders. d) Understand the way your bureau's advice service operates and how this impacts on the assessment process and resources available e) Know how equality and diversity issues impact on assessment and how to adapt assessments to meet the needs of learners. f) Know bureau process for identifying individual learners needs and availability. g) Know what information is required by assessors and learners being assessed and how to communicate this in an effective way h) Know how to ensure that workers carrying out assessments are competent for the task i) Understand the importance of consistency between assessors and know a range of methods for ensuring this. j) Know how to check the quality and consistency of assessments

	<ul style="list-style-type: none">k) Know the procedure to follow when there are concerns about the quality of assessmentsl) Know requirements regarding recording assessments and be able to develop systems/use the available toolsm) Know what level and range of evidence is required to meet overall competence in the rolen) Know how to interrogate and evaluate a range of assessment evidenceo) Know how to conduct and record effective review meetings.p) Know how to access further learning and support for learners not yet meeting competenceq) Understand when it is appropriate to decide that competence cannot be reached and how to manage this.
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