

ASSESSMENT VALIDATION

Training Outcomes To Improve Workplace Safety

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Training**



Summary

Part I:

What Is Validation

Part II:

Where Industry Gaps Occur

Part III:

Solutions



What Is Validation

Validation is:

- Comparing
 - Evaluating
 - Reviewing
- Standards

Assessment processes, methods, tools
and assessment decisions/outcomes.

What Is Validation

The process of Validation confirms the validity and reliability of an assessors judgement to deem someone competent

ie. That a person can carry out the task to the minimum standard / benchmark required in the workplace

Validation Phases

- Before
- During
- Post

Validation: Before Assessment



The Development Process:

- Access 'benchmarks' to create training packages
- Ensure training & assessment resources fully encompass all benchmark requirements (inc. mapping process)
- Test & trial – 'validate' the resources before use in the field

Note: A 'benchmark' can include units of competency, industry standards, policies, procedures, state & federal legislation and manufacturer instructions etc.



Validation: During Assessment



The Implementation Phase

- Implementation occurs only after all resources have been validated and signed off
- Continuous improvement practices require ongoing monitoring and reviewing of assessment outcomes

le. Every time assessment occurs, results should be monitored and reviewed to ensure minimum standard benchmarks are achieved.

Resources need to be kept 'current' with any industry changes so training fully reflects the workplace.



Validation: Post Assessment

The Feedback Phase

- Monitor and review assessment decisions
- Seek quality feedback from relevant parties
- Update resources or processes where needed
- Document all reviews, results, changes etc.

Eg. randomly select a range of trainers, assessors, participants, supervisors etc. to gain quality feedback – are the resources and processes you have actually producing the desired results?



Part II: Where Industry Gaps Occur



The Development Process

- Using external consultants to create resources, who have none or minimum (current) experience in your industry
- Using internal personnel to create resources who have no experience with validation
- Not having resources correctly validated to begin with



Part II: Where Industry Gaps Occur

The Implementation Process

- Regular monitoring and reviewing does not occur – as a formal process
- Continuous improvement practices are not fully acted upon
- Quality control of the assessment methods and processes in the field



Part II: Where Industry Gaps Occur



The Feedback Process

- Review outcomes are not implemented
- Review processes do not occur regularly
- Changes are implemented as an incident response rather than a preventative measure
- Relevant parties are not experienced in the Validation & continuous improvement processes
- Time management is unavailable to factor in review processes



Part III: Solutions

The Development Process

- Use a combination of internal and external people to create a validation panel.
- Arrange specialist training for internal personnel on validation processes.
- Engage experienced personnel to test and trial resources prior to formal use.



Part III: Solutions

The Implementation Process

- Ensure only current (version controlled) resources are used
- Ensure assessors interpret minimum performance standards the same
- Ensure assessors understand the importance of training/assessing every part of the training package resources (no short cuts)
- Create a short review checklist for assessors to use after assessment is completed (monitoring the process, methods and results)



Part III: Solutions

The Feedback Process

- Schedule in review sessions eg. quarterly to monitor overall outcomes – create a review panel from a range of workplace participants
 - Assessors
 - Supervisors
 - External content experts
 - HR
- Monitor quality feedback, review, document and implement any relevant changes
- Arrange specialist training for workplace assessors to fully understand and gain experience in the validation process



QUESTIONS?