ASSESSMENT VALIDATION

Training Outcomes To Improve Workplace Safety

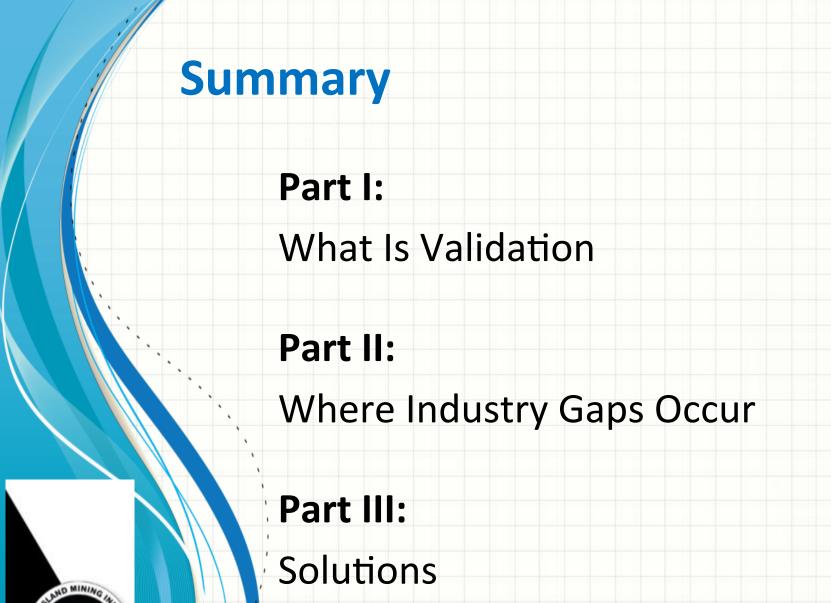
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Organisation:Training

Down Under







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



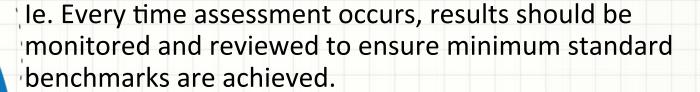
Note: A 'benchmark' can include units of competency, industry standards, policies, procedures, state & federal legislation and manufacturer instructions etc.

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



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)







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



