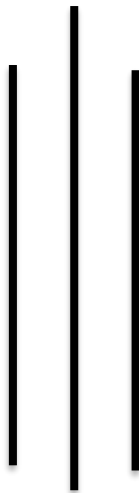


Assessor Management Process Guide, 2079



Council for Technical Education and Vocational Training (CTEVT)

National Skill Testing Board (NSTB)

Sanothimi, Bhaktapur



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Foreword

Council for Technical Education and Vocational Training (CTEVT) has been coordinating and collaborating with various stakeholders and the government for the development and expansion of technical and vocational training programs for equitable access, quality assurance, curriculum development, accreditation, and skill testing. In this context, the National Skill Testing Board (NSTB) an autonomous body of CTEVT has been working for more than four decades to develop national skill standards and certify the skill of candidates from Level 1 to Level 4 in different occupations. With the objective of systemic reform in technical education and vocational training, the Government of Nepal and the Swiss Government signed a bilateral agreement to establish a National Vocational Qualifications System (NVQS) which is implemented by CTEVT/NSTB in technical support of Nepal Vocational Qualifications System Project (NVQS-P).

CTEVT has taken lead to establish National Vocational Qualifications System and for this purpose Council of Ministers has approved National Qualifications Framework (NQF) which also integrates National Vocational Qualifications Framework (NVQF) on 3 May 2020. Many foundational works for the implementation of NVQF is ongoing, which includes management of skill assessment. Qualified and competent assessors are very crucial for credibility of skill assessment. Till the period 6564 assessors have been listed in NSTB, however the number of active assessors is less than 50%. The assessor training and licencing processes have been practiced from NSTB since 2017. This process guide for assessor management is prepared with the learnings from assessor mobilization practice in NSTB and with the reference of other countries. The technical inputs of the international expert were also instrumental to come up with this process guide.

This process guide will be helpful for the learners, skill assessment management unit and other stakeholders as it guides about how the assessors are listed in rooster, selected, and assigned for the skill assessment.

Finally, I would like to thank the team of Nepal Vocational Qualifications System Project (NVQS-P) that provides technical support on behalf of Swiss Agency for Development and Cooperation SDC and the team of National Skill Testing Board (NSTB) for their effort in preparing this process guide.

Member Secretary

Council for Technical Education and Vocational Training

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Introduction

National Vocational Qualifications System (NVQS) refers to “developing broad systemic approaches to qualifications” (OECD, 2007) and using them to build the strength of human resources needed for the country. It assists in assessing people’s capability and certifying their learning outcomes in an appropriate level. Nepal Vocational Qualifications System project (NVQS-P) has been anchored in National Skill Testing Board (NSTB) to improve their skill assessment and certification services, to develop vocational qualifications frameworks (VQFs) for selected trades and occupations. NVQS is also working to gradually transform the NSTB into a fully developed National Vocational Qualifications Authority (NVQA) with adequate technical and physical capacities as the apex autonomous national organization. As end results of the project, it is expected that the formal and informal workers, especially from disadvantaged groups, will benefit from an improved as well as recognized vocational qualifications system. This will further increase their chances to get access to increased employment within and outside the country and to perform at higher productivity levels leading to sustainable employment.

Assessors stands as a key driver for the credible skill assessment and certification system. Assessors are the person that conducts physical examinations of the candidates and provides their rating against the performance of the candidates in given assessment packages. Their reliability, impartiality and competitiveness results in fair assessment and controls the quality of the skill assessment. Hence, this process guides is prepared to help the authority to systematize effective mobilization and management of assessors for quality skill assessment.

Objectives:

This Process Guide for assessor management is designed to ensure the quality and effectiveness of assessor mobilization for the quality skill assessment.

Specifically, the process guide is prepared as facilitation and monitoring tools for the implementing authority as it :

- 1.1 Guides to select and mobilize the competent and qualified assessor for skill assessment.
- 1.2 Ensures systematic approaches in assigning the assessor for skill assessment.
- 1.3 Establish system in NSTB/ NVQS in regards with quality skill assessment approach.

Acronyms

CTEVT	Council for Technical Education and Vocational Training
NSTB	National Skills Testing Board
NVQS	National Vocational Qualifications System
NVQA	National Vocational Qualifications Authority
NVQS-P	Nepal Vocational Qualifications System Project
TVET	Technical and Vocational Education and Training
AP	Assessment Package
APD	Assessment Package Development
AC	Assessment Centre
ASAC	Accredited Skill Assessment Centre
AT	Assessment Tool
CoC	Certificate of Competence
NOSS	National Occupational Skills Standard
NCS	National Competency Standard
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
SSC	Sectors Skills Committee
TSC	Technical Sub Committee
TC	Technical Committee
TE	Technical Experts
TMU	Test Management Unit

Formal TVET:	An organized, systematic and regular programs or courses offered by TVET institutions falls under Formal TVET. The objectives, contents and procedures of program are directed by the curriculum and are regulated by specified laws and standards.
Non-Formal TVET:	Adult literacy, life skills, occupational skills and other lifelong learnings related education and training programs are considered as Non-formal TVET. These education or training takes place in training institute or other non-formal settings with loose curriculum. Short term trainings mostly fall under Non-formal TVET
Informal TVET:	A person can gain skills and knowledge from work experience, self-practice, observations and other sources outside the formal and non-formal settings. These learnings are taken as informal TVET.
Assessment	It is a process of collecting evidence/s and making judgement on whether competence has been achieved or not based on skill standards or national competency standards. It does not discriminate whether one have acquired the competencies from any form of learnings.
Lifelong Learning	The process of acquiring knowledge or skills throughout life via education, training, work and general life experience.
Accreditation	In relation to assessment and certification, it is the process of recognizing and/or empowering a person and/or an entity/organization to perform certain roles or responsibilities on behalf of the NSTB.
Assessor	A trained individual expert in related occupation appointed by NSTB for the skill / competency assessment.
Accredited/ Licenced assessors	An individual who meets the required qualifications to be authorized by the NSTB to assess candidates performance.
Assessment Centre	An establishment officially authorized by the NSTB to manage the assessment of candidates for certification.
Assessment Tool (AT)	An instrument to be used by the Assessor in the process of collecting evidence that will support his judgment of whether the candidate has possessed the competence/s required by the qualification level.
Certification	A formal process of recognizing that an individual is qualified in terms of the required knowledge, skills and proper work attitudes based on the occupational skill standards / competency standards set by industry.
Competence	The possession and application of knowledge, skills and proper attitude in the workplace as per the national standards in specific occupation is known as competence.
Competency Assessment	The process of assessing full or partial competency of individuals as per their desired level of qualifications on the basis of skills, knowledge and attitude mentioned in National competency standard.
Competency Standard	Specific standards developed by industry in particular occupation that

	has to be performed in workplace is known as competency standard
Qualification	A defined set or group of units of competence identified by the industry which meets workplace requirements.
Qualification Levels	The levels of qualifications from Level 1 to Level 8 determined in National Qualifications Framework is known as Qualification level. The qualification level is determined on the basis of competency needed for an individual to perform specified role in certain profession.
Technical Committee (TC)	It is a group of technical experts, organized by the NSTB/NVQS that develops draft deliverable(s) i.e., Occupational Standard (OS), Assessment Tools (ATs) in the context of the scope and work program of the NSTB board. It works within clearly defined policy guidelines from the direction of NSTB.
Sector Skill Committee (SSC)	It is a steering committee formed by the NSTB/NVQS. This committee comprises of representatives from the sectors of the economy such as labor, industries, TVET providers, and subject expert etc. The committee members have high level of experiences and technical expertise in the conduct of due diligence on the implementation of the TVET Programs and the National Skills Assessment. They will also evaluate and provide guidance to the board based on the submitted output by the TC.

Purpose

The purpose of process guide for assessor management is to help the authority, stakeholders, and readers to understand the processes and procedures in assessor management system.

Furthermore, the process guide will enable the authoritative units to follow the systematic approach while mobilizing and managing assessors for skill assessment.

Moreover, the main purpose of the process guide is to establish a system for effective management of assessors.

Scope

The scope of process guide for formation and strengthening of sector skill committee are:

1. The process guide will only cover the specific processes on selection, mobilization and management of assessors.
2. The process guide provides information about the critical areas of assessor management process.
3. The process guide will be a guiding document for minimizing operational mistakes in assessor management processes.

Process Input

1. Assessor's management process triggers after the roster of assessor's are created in database through assessor's training and licencing system.
2. The decision to mobilize the assessors is made based on skill assessment date, venue and occupational level.

Process Flow

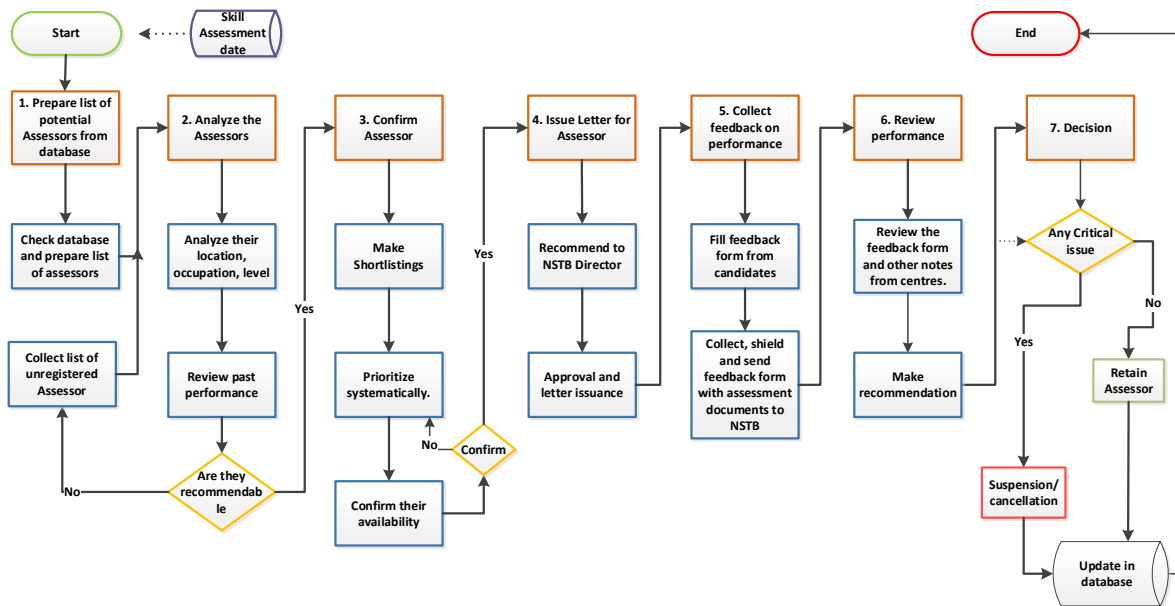


Figure 1 Process flow diagram for Assessor Management

An assessor is the person that performs the visual assessments and records the results of the candidates that appear for skill assessment. They are only the person who assesses the skills, knowledge, and attitude of candidates. So, it is crucial that qualified and competent assessors are assigned for skill assessment. Hence, to select, assign and mobilize qualified and competent assessor standard processes need to be followed.

Through the training and licencing process, assessors are kept in a roster. This is the standard process to enrol the assessor in NSTB database. For the management of assessor, the process starts after the skill assessment date is finalized or published.

Stage 1; Prepare long list of potential assessors:

Once the skill assessment date is published, the responsibility of managing assessor lies with the test management unit. The test management unit checks the database where details of all enlisted assessors are recorded. From the database of assessors, long list of assessors is prepared from the assessors that are in active status. The inactive, blacklisted, and suspended assessors are not considered for long listing till their status is changed into active.

Stage 2; Analyse the assessors:

Once the assessors are long listed, they need to be analysed in order to mobilize the right assessors for skill assessment the long-listed assessors have to be analysed on the basis of their occupation, level, location and past performances.

- **Analysis of Location:** From the long list of assessors, the availability of the assessors from the related location of skill test has to be sought. It is also necessary to manage the operational

cost of the skill assessment because if assessors from different location have to be assigned then it will add the cost of assessor's mobilization.

- **Analysis of Occupation:** For the skill test in specific occupation, assessors should also be from the same occupation. Hence, the listed assessors should be listed on the basis of occupation.
- **Analysis of competencies/ Level:** For the skill test of candidates in specific occupational level, the assessor must have at least one step upper level of qualification. Hence, the listed assessors should be listed based on their competency level, so that it will be easier to allocate the assessors for specific level of skill test.
- **Review of past performance:** Once the assessor's location, occupation, competencies / level is matched as per the requirements then the assessors past performance are reviewed. This is one of the critical steps because, there are chances for the dissatisfaction regarding the selection of assessors among the skill assessment centres and candidates if the past performances of assessors are not reviewed. While reviewing the past performance of the assessor the report submitted by the assessment manager regarding the technical and behavioural performance have to be reviewed.

After reviewing the past performance, the assessors those performances are satisfactory have to be short listed for the finalization of assessors.

Stage 3; Confirm Assessors:

Once the available assessors from the database are analysed about their occupation, level, and past performances then the assessors need to be shortlisted and prioritized for their mobilization.

Make Shortlisting's and prioritization : While short listing the assessors for mobilization, analysis is done about how many times the assessors from the list have been mobilized for skill assessment. The least repetitive or fresher assessor must be prioritized first. After the prioritizing the assessors final list is prepared, and they are contacted to confirm their availability for the assessment in given date, time and venue.

Stage 4; Issue Letter for Assessor:

Once the assessors are finalized for the mobilization, the letter has to be issued. For the purpose following steps must be followed:

Recommend the assessors to NSTB Director: Test Management Unit of NSTB finalizes the assessors for skill assessment and recommends to the director of NSTB for the approval of their mobilization. While recommending the assessors TMU will note about the skill assessment date, venue and time.

Approval and Letter Issuance: Once the director of NSTB approves the list of assessors for the particular skill assessments then Test Management Unit prepares and issues the letter for approval for skill test. The sample of letter is attached in annex:1.

Stage 5; Monitor performance:

Once the assessors are mobilized for the skill assessment, their performance should be monitored. To monitor the performance of the assessors a mechanism should be made:

Monitoring team can be comprised of:

- Senior level staff of Accredited Skill Assessment Centre
- Representative from CTEVT Province office. (Can be NSTB focal person at province)
- Representatives from NSTB/ NVQS
- Member from Sector Skill Committee
-

Monitoring team will monitor the performance of assessors during skill assessment. While monitoring the skill assessment different areas of assessor should also be monitored:

- Technical expertise in the related occupational level.
- Overall presentation of the assessors (how they communicate with candidates, how they facilitate the candidates regarding skill assessment, how impartial they are, recordings of assessment both processes and products).

After the team monitors the skill assessment activities, they must prepare report that provides information about the overall skill assessment and also the performance of assessors. The team will submit a monitoring report to Test Management Unit, NSTB for recordings and further proceedings.

Stage 6; Review performances:

Once the monitoring report from the monitoring team is received by the test management unit in NSTB. The TMU will review the report and if needed can cross verify the information provided with the team members. In addition to that, TMU can contact the candidates and verify the information related with the monitoring report.

TMU will further record the findings of the monitoring report and performance of the assessors. Based on the evaluation of the performances verified through the monitoring team and candidates TMU will make appropriate recommendations for the assessor mobilization in next assessment. If no critical issues are found on the assessors performance, then they will be recommended to retain and use for the next assessment and if any critical issues are found then they will be dealt with organizational Code of conduct and will be marked as "Assessors in doubt" and recommended for the disciplinary action as per the organizational provisions.

Stage 7; Decision:

Based on the recommendations from the Test Management Unit about the assessor's performance the assessors will be marked and recorded as "well performing assessors" and "assessors on doubt". These performances will be considered while mobilizing the assessors for another skill assessment.

Output of the Assessor Management Process

As an output of the assessor management process, the mobilization of assessors will be systematized, and qualified and competent assessors will be used for skill assessment. The users of this process guide will also be aware about the critical factors of assessor management. It is expected that the quality of skill assessment will be raised because of the systemic assessor management process and the credibility of skill assessment will be raised.

Exceptions to Normal Process Flow

The monitoring of performance of assessors and their performance review are the two critical stages in this process guides. For the effective monitoring and evaluation there should be specified mechanisms in place. However, if monitoring team is not formed or cannot monitor the skill assessment for some reasons, The Assessment centre can form internal monitoring team comprised of at least 3 people of which one has to be external and submit the monitoring report to NSTB .

Process Table for Assessor Management process

S.No	Processes	Responsible Unit	Responsible person	Documents	Result/ Outputs
1	Prepare long list of potential assessors	Test Management Unit	Skill test officer	List of assessors	Name, contact, Occupational area identified.
2	Analyse the Assessors	Test Management Unit	TMU head	Profile of assessors	Name, contact details and status of Assessors verified.
3	Confirm Assessors	Test Management Unit	TMU head	Final lists of assessors	Confirmed list of assessors.
4	Issue letter for Assessor	Test Management Unit	TMU head	Signed letter issued by NSTB director	Assessors travel request form approved.

5.	Monitor performance	Test Unit/ Province/ MoSD	Mgmt CTEVT	Focal person/ Monitoring team	Monitoring report.	Monitoring report with findings and recommendation prepared.
6.	Review performance	Test Unit	Mgmt	TMU head	Performance registered in system/ record sheet.	Performance documented with remarks.
7.	Decision	Test Unit	Mgmt	TMU head	Decision records	Either assessors are retained or marked as doubtful assessors.

Process Monitoring

Assessors are the crucial and critical parts of assessment management functions. They play vital role for maintaining the quality of skill assessment. A valid, reliable, and impartial assessment process raises the credibility of the certificate issued by the authority.

Hence, it is obvious to have monitoring and supervision during the assessor management process. For the monitoring purpose checklist can be used. Some of the key elements which are to be monitored during the assessor management process are:

Key step	Elements to be monitored	Control points
Prepare long list of assessors from database.	Representation of the unused assessors.	The list should cover as many associations, business and industries as possible related with the sector. Qualifications, locations should be matched with the skill assessment categories.
Confirm Assessors	Frequency of assessor in skill assessment Their past performances Relevancy	Prioritize the less used assessor for assessment Good performing assessors shall be considered for assessment. Assessors in relevant occupation and locations should be selected.

Monitor performance	Technical performance Ethical performance	<p>Assessor should be able to mark the process as well as product for the evaluation of the assessment.</p> <p>Technically viable assessment should be conducted by the assessors.</p> <p>Assessors should be able to demonstrate high morale during the assessment.</p> <p>Assessor should well communicate and respond to the candidates.</p> <p>Assessor should evaluate the candidates fairly.</p>
Review performance	<p>Major findings of the monitoring report</p> <p>Cross verification with the monitoring team and candidates.</p>	<p>Major findings on the assessor's performance during skill assessment must be noted.</p> <p>If there are issues and concerns mentioned about the performance of assessor, then cross verify it for recommending fair treatment .</p>