

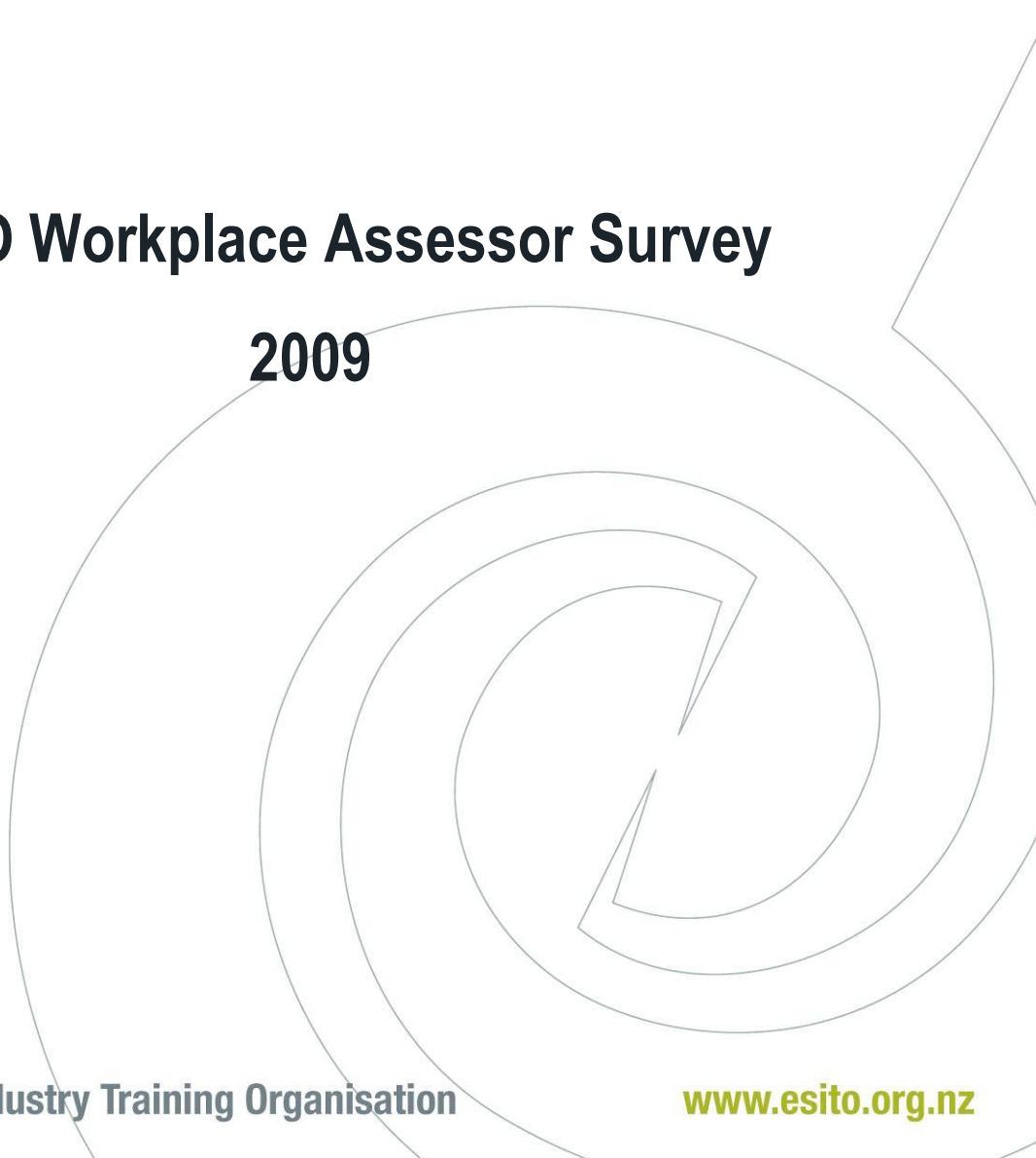
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A Career With Energy

ESITO Workplace Assessor Survey

2009



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1. Executive Summary

ESITO undertook a telephone survey of ESITO registered workplace assessors between the months of May and June 2009, in order to gauge assessor satisfaction with ESITO assessment material, practices and processes. From the sample size of 68, 53 responded; a response rate of 78%.ⁱ

This is the first time ESITO has conducted a survey of their workplace assessors. Over the past three years there has been a substantial reduction in the number of active assessors in the field, close to 50%. The primary purpose of this survey was to understand and identify any potential barriers or issues currently encountered by workplace assessors. In addition it was ESITO's intention to compare these findings with trainees' perceptions of workplace assessment. Previously, it had been suggested that ESITO directly employ assessors. The customer satisfaction and this survey suggest that this may no longer be necessary.

Generally it would appear that ESITO supports their workplace assessors with adequate resources, processes, structure and professional development. There are some areas of continuous improvement that are mentioned in this summary and in more depth within the body of the report.

Assessors who had registered for the first time in the previous year noted some issues with the registration process, but the majority were clear regarding expectations and process. The support offered by ESITO was noted as positive. A similar response was seen from assessors who had re-registered in the previous year. It would appear that the majority of issues regarding registration are in the area of registration compliance. A number of assessors appear to be non-compliant regarding minimum numbers of assessment undertaken and professional development requirements for assessors.

Another area of concern is quality control of documentation. A number of assessors, in some cases up to 25%, do not use the web portal to download latest versions of assessment resources. In addition some are not using the web portal to update their procedural documentation.

The interface between moderators and assessors is generally positive, but just over a third of assessors did note issues regarding the level of constructive feedback they received from their assigned moderator or felt that they could not approach their assigned moderator for assistance. Assessors overwhelmingly stated that they should be able to approach their allocated moderator for advice.

For those who attended ESITO facilitated assessor forums or workshops, the experience was positive and the feedback and follow up was noted. Assessors have clearly identified that two areas of greatest importance regarding professional development are in the areas of 'sufficient evidence' and 'assessment best practice'. Assessors are encouraged by ESITO to develop their skill sets and up to two thirds currently hold Unit Standards 4098 and 11552. They clearly see the need to up skill regarding moderation, but not in the context of taking Unit Standard 11551. Of note is that 80% of assessors identified that they need to understand how low level literacy and numeracy skills can affect trainees.

For a substantial number of assessors, recognition from their employer was important. The majority of assessors are not recompensed for undertaking assessments for their employer and the role is not recognised in their position descriptions

The majority of recommendations are in the areas of compliance, professional development, regional loading and recognition.

Recommendations

Compliance

- Review the registration processes, criteria for registration and re-registration.
- Review the document control process ensuring latest versions of documentation are being submitted by assessors.
- Continue to raise awareness of the web portal and provide resources to support access to and use of the web portal.
- Assess further improvements to the guide, forms and assessment pack
- ESITO administrative process review

Professional Development

- Review the moderator/assessor mentor model and build this into the assessor forum structure.
- Build more open relationships between assessors and moderators
- Develop and implement training modules to address the top five areas of interest for assessors regarding professional development.
- Continue financial support for assessors to complete Unit Standard 11552.
- Develop and implement Adult Literacy and Numeracy training programmes for assessors.

Regional disbursement of assessors

- Review the workload for assessors in the greater Auckland and Christchurch regions. Given that 50% of assessment is conducted by one-third of assessors, and these appear to be largely urban, a review should be conducted to ensure sufficient coverage for the greater urban regions.
- Review feedback and follow up from assessors' forums

Recognition

- Implement a programme to raise awareness of workplace assessors and the service and value they bring to industry.
- Review the recommendations made by assessors with regards to recognition that ESITO can influence.

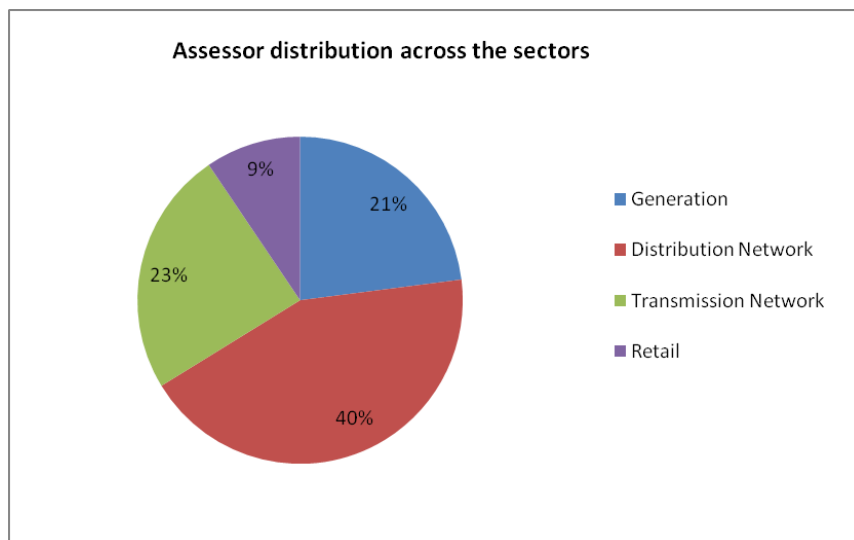
2. Assessor profile

Of the 53 assessors who responded to this survey, 74% were company employees, with the remaining 26% self employed. Most were either working on the tools (43%) or in supervisor/middle management positions (40%); eleven percent of respondents also work as Private Training Establishment assessors.

Of the 12 assessors contracted as ESITO moderators, 11 completed the survey. The majority of respondents have been registered as workplace assessors with ESITO for more than three years, with 20% having 10 or more years assessor experience.

Looking at assessor distribution across the sectors, the Distribution sector shows the highest concentration of assessors, at 40%. Forty-four percent are fairly evenly spread between Generation (21%) and Transmission (23%) with the remaining 17% also shared fairly evenly between Telecommunications and Retail.

Graph1. Assessor distribution across the sectors



How recently had assessors undertaken an assessment? Over half reported that it was within the previous six month period, with an overall 76% having performed an assessment within the previous year. Those who were newly registered as assessors made up the bulk of those who had not at that stage carried out an assessment.

The data also showed that though the carrying out of assessment is not required in order to be an ESITO moderator, 70% of ESITO moderators had performed assessments within the past year, with an overall 90% within a two year period.

3. Registration processes

Assessor registration

The nine assessors who had registered within the previous 12 months were asked to rate a number of statements about the assessor registration process.

Table 1. Assessor registration

| | Read thoroughly | Read most parts | Read some parts | Read hardly any | Read none |
|---|-----------------|-----------------|-----------------|-----------------|-----------|
| You read the ESITO guidelines and rules regarding assessor registration | 1 | 2 | 3 | 3 | 0 |
| | 11% | 22% | 33% | 33% | 0% |

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| The rules regarding assessor registration are clearly outlined | 4 | 4 | 1 | 0 | 0 |
| | 44% | 44% | 11% | 0% | 0% |
| ESITO staff took the initiative and offered information and help | 4 | 4 | 0 | 1 | 0 |
| | 44% | 44% | 0% | 11% | 0% |
| The ESITO registration process made it easy for you to become an assessor | 3 | 2 | 2 | 2 | 0 |
| | 33% | 22% | 22% | 22% | 0% |

Overall, the responses to this section seem to pose contradictions. Eight of the nine assessors (88% of the sample size) thought the guidelines and rules were clearly outlined, yet six (66%) of that number indicated they had not read much of them at all. Additionally, while eight of the nine agreed that ESITO staff took the initiative to provide information and help, four (44%) felt that the registration process itself did not make it easy for them to become an assessor.

It is unclear whether the extent to which assessors read and understood the guidelines contributed to how they experienced the registration process. Further to this, design elements of the survey are limiting in that we are not able to identify what is understood by the registration process as distinct

from, say, support given by ESITO staff, which is measured separately¹.

However, given that the negative perspective of the registration process bears an almost 50% weighting, a review is suggested.

Assessor re-registration

The questions set for the newly registered assessors (as shown in Table 1.) were then reframed to apply to the 72% of assessors who had re-registered within the previous 12 months. Re-registration of assessors occurs every three years, the current cycle being from 1 July 2008 to 30 June 2011.

Table 2: Assessor re-registration

| | Agreement strength | | | | |
|--|--------------------|-----------------|-----------------|-----------------|-----------|
| | Read thoroughly | Read most parts | Read some parts | Read hardly any | Read none |
| I read the ESITO guidelines and rules regarding re- registration | 29% | 34% | 21% | 11% | 5% |

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| The ESITO rules regarding re-registration are clearly outlined | 37% | 29% | 24% | 5% | 5% |
| ESITO staff took the initiative and offered information and help | 42% | 24% | 26% | 3% | 3% |
| The ESITO re-registration process made it easy for you to re-register | 29% | 45% | 21% | 5% | 0% |

Responses from this group were opposite to those of the newly registered assessors. While 60% (as opposed to 33%) indicated that they read the rules and guidelines regarding re-registration, 67% (as compared to 88%) felt they were clearly outlined. Eighty-eight percent of new assessors were

¹ The tool will need to be refined in order to identify which aspects of the process are unsatisfactory.

generally very positive with the initiative and support provided by ESITO staff, those who had re-registered were less enthusiastic, the degree of satisfaction dropping by 20%. Almost one-third responded as neutral.

More positively, those who had re-registered were more satisfied with the process; almost 75% (as compared to 55%) considering that the process did make it easy for them to re-register. Once again, design elements of the survey are limiting in that we are not able to identify what is understood by the re-registration process.

Scope

Yes/no answers were sought to questions relating to 'scope', anecdotal evidence being that scope was an area of confusion for many. However, the results of this survey indicate that the problem might not be as broadly spread as anticipated, with around 80% responding that not only do they understand what is meant by 'an assessors scope', but they know what their own scope is and how to find out. Most also indicated that they understand the NZQA classifications of Field, Subfield and Domain.

4. Moderation

Responses to questions around moderation suggest a need for clarity around documentation, improved communication between assessors and moderators and a review of the assessor – moderator allocation process. Just under two thirds of assessors (63%) felt that they received constructive and useful feedback from their moderator. Slightly less again (61%) felt that the moderator was able to be approached for advice. This latter figure may stem from results which show that only 58% of assessors can identify the moderator to whom they have been allocated.

Confidence in the usability of the ESITO procedures regarding moderation was generally positive though less pronounced than for the documentation that supports the registration process. Whereas 88% found the registration guidelines and rules to be clearly outlined and easy to follow, a lesser 70% found the same for moderation.

5. Assessment

General comments

Most respondents (87%) had performed assessment in the workplace. The largest proportion of assessors (45%) had signed off between one and 19 unit standard assessments² in the previous 12 months with 15% signing off more than 40 assessments each. The majority of assessments in this latter group were on-job assessments; only one respondent (12.5% of this group) was also a PTE assessor.

The data presents two clear observations:

Firstly, figures indicate that one-third of assessors are carrying out over half of all assessments. Secondly, ESITO registration processes require that an assessor completes at least ten assessments per year. Taking into account those who had not completed assessments within the year, and those who had completed between one and nine assessments only, data indicates that over half the assessors in the field (56%) do not meet registration criteria.

Recognition of Current Competency (RCC) process

In comparison to standard assessment processes, assessors performed only a small number of RCC assessments over the previous 12 months. Of the 37% who did carry out RCC assessment, most completed between one and six over that time. Once again, as for standard assessment processes, the figures suggest that the loading is unevenly weighted, with about 30% of those performing RCC potentially carrying out more than half of all RCC assessments³.

Most respondents to the RCC questions had read and understood the RCC guidelines and documentation. Of the 29% that had not, one person had performed more than ten RCC assessments in the past year, with the remainder performing between one and six. As we are unable to compare the data from this set of findings with the actual RCC assessments performed, it is not possible to know whether lack of familiarity with the documentation impacts on the quality of assessment. Remarks that perhaps relate to reasons why assessors might not bother reading the documentation include that it is, *'complicated to follow'*.

Most of the RCC respondents considered that the process works well and positively rated the support they received from ESITO in the undertaking of it. Two assessors took the opportunity to comment that *'ESITO needs to trust assessors to make a judgement call'*.

Factors which may cause concern relate to how assessors obtain and use RCC documentation.

² Not RCC assessments

³ Based on a minimum number of 10 assessments being carried out by five assessors (who had completed 10 or more assessments) against a predicted average of three assessments being carried out by the remaining 12 assessors who had carried out between one and six.

Data shows that only 55% of assessors go to the website to download forms and templates each time they do an assessment. Comparing this with the relatively low frequency of RCC assessments performed, and the fact that ESITO assessment documentation is web-based, there is a good probability that the wrong forms or templates have been, or will eventually be, used.

6. Professional Development

Assessor forums

ESITO assessor registration criteria require that assessors attend at least one assessor forum per year. The forums (known also as assessor workshops) are intended to provide assessors with a networking opportunity, an opportunity to meet moderators (mainly from within the region), and a variety of training and refresher activities for ongoing professional development.

According to the data, less than 50% of assessors attended a forum in a 12 month period. Of the 11% of assessors who had never attended a forum, eight have been registered between one and two years; the remaining two assessors have been registered for between three and five years.

The main reasons identified for non attendance were inconvenience factors such as time and location, with others divided in their opinion between workload and travel time. Two assessors mentioned a need for more interactive formats and professional development for moderators.

Those who had attended an assessor forum were asked to rate a number of statements.

Table 3: Assessor Forum

| | Strongly agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|----------------|-------|---------|----------|-------------------|
| The workshops provide a good opportunity for assessors to exchange information and to support each other | 46% | 37% | 15% | 2% | 0% |
| ESITO staff use effective training resources to get the message across | 20% | 54% | 22% | 2% | 2% |
| The workshops provide advice, assistance and expertise of value to assessors | 27% | 41% | 22% | 7% | 2% |
| After the workshop, staff provide sufficient follow up and feedback on the outcomes of discussion | 20% | 41% | 34% | 2% | 2% |

Responses indicate that the forums are currently working well as a networking and support vehicle for assessors. While assessors are generally positive about the training provided by ESITO, there is room for ESITO to review both the content and delivery of the programmes.

Indications also identify a need for improvement in the way ESITO provides follow up and feedback

to the forums. While 61% responded that feedback and follow up to forums was sufficient, a lesser 55% answered the same way when asked to rate satisfaction as part of a customer relations response⁴.

In terms of how assessor forums might be structured, the most favoured option was a workshop held annually in each region, with two workshops annually per region, a close second.

Professional development opportunities

As an introduction to the section on professional development, assessors were presented with a selection of topics and asked to identify all those that they thought should be included as part of a professional development programme. The two main topic categories were assessment processes and documentation and personal development and communication skills; literacy and learning styles served as both a topic and category of its own. Understanding assessment processes and documentation rated as having the highest importance for assessors with an average of 80% selection for each of the topics stated. Within that category, 'identifying what makes for sufficient evidence' and 'assessment best practice' were considered top priorities.

The rankings for topics within the personal development and communication skills category were not far behind, with a rough average of 60% selection for each topic. The highest rankings in this category show that assessors are interested in content that helps them develop interpersonal communication skills as well as confidence in their role as an assessor.

Sixty percent of assessors thought that literacy and learning styles was a topic that needed to be included as part of any professional development training programme. This positive response increased to 80% when assessors were later asked to rate the value statement, 'Assessors need to understand how literacy and numeracy skills affect trainees' (see Table 4, below). These figures can be seen to indicate a growing awareness of literacy and numeracy issues within the ESI and are in contrast with the results of the 2009 ESITO Customer Satisfaction Survey which suggested ESITO had not been successful in raising awareness of this issue within industry.

Five assessors used the comment space provided to indicate various other interests, including knowing more about the process for registering credits. More general comments, not particularly aimed at a workshop delivery, highlighted interest in completing Adult Education qualifications; one idea put forward was to provide ongoing support for assessors via website interaction, '*maybe via a chatroom*'.

⁴ ESITO 2009 Customer Satisfaction Survey

Table 4: Value Statements

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| An assessor should be able to approach their allocated moderator for advice at any time | 76% | 18% | 4% | 2% | 0% |
| An assessor needs to have a good understanding of moderation practices in order to do a good job | 38% | 50% | 12% | 0% | 0% |
| An assessor needs to have an understanding of how an assessment is designed in order to do a good job | 54% | 32% | 12% | 2% | 0% |
| Assessors need to understand how literacy and numeracy skills affect trainees | 52% | 28% | 16% | 4% | 0% |
| All assessors should be required to do Unit standard 11552 (Design assessment) | 32% | 26% | 26% | 4% | 12% |
| All assessors should be required to do Unit standard 11551 (Moderate assessment) | 21% | 19% | 29% | 17% | 15% |
| Assessors should be designing more of their own assessments. | 12% | 18% | 29% | 20% | 20% |

The most valued statements related to aspects of moderation, in particular that assessors should be able to approach their allocated moderator for advice at any time. This statement received overall agreement of 94% with three quarters of the group in strong agreement.

There was also general overall agreement (88%) that in order to do a good job, assessors need an understanding of moderation practices. This did not, however, translate into similar support for the idea that Unit Standard 11551, Moderate Assessment, should be set as a requirement, as not even half that number agreed.

This pattern of distinction between understanding moderation and completing the unit standard was echoed for the statements related to assessment design; where 86% thought that an understanding of assessment design was important, a lesser 58% believed that Unit Standard 11552, Design Assessment, should be compulsory. While data showed that the understanding of assessment design was highly valued, it also showed that the majority believed assessors should not be designing their own assessments. Unstated, but implicit in this finding, is that most assessors consider that ESITO, or provider, should produce assessment material.

The comparison between those already in possession of the unit standard (64%), and the value seen in compulsory completion (58%) demonstrates a consistent message, but may also reflect a number of concerns, including the extent to which ESITO stipulates criteria for registration and the degree to which assessors with Unit Standard 11552 have found it useful.

In terms of factors to consider for the planning of a professional development programme, interest in attaining Unit Standards 11551 and 11552 varied depending on whether a subsidy was available though more assessors saw worth in completing the unit standard related to design than to moderation.

7. Resources

Comment on overall satisfaction with the resources listed in Table 5, below, was generally positive, though again showing relatively large neutral ratings the basis of which remain unknown.

Table 5. Overall opinion on resources

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|----------------|-------|---------|----------|-------------------|
| The ESITO Assessor Guide should be retained | 55% | 24% | 10% | 8% | 2% |
| The ESITO Assessment Pack is a useful assessment tool | 38% | 34% | 22% | 4% | 0% |
| When I am not sure of procedure, I find the ESITO Assessment Procedures useful. | 37% | 29% | 24% | 8% | 2% |
| I frequently refer to the information for assessors that is available on the website | 24% | 32% | 28% | 12% | 4% |

ESITO Assessor Guide

Assessors in general find the ESITO assessor guide⁵ useful and indications are that it is particularly useful for new assessors. While 50% of those who had a guide said they did not use it often, this was supported by the comments that they were either '*already familiar with it*' or were '*not currently assessing*'. When asked if the assessor guide should be retained, 76% agreed, with more than half of the assessors in strong agreement. The preference is for the guide to remain in its current pocket sized format.

Information on the Website

ESITO documentation is web-based, meaning that amendments are published to the web and not to hard copy. Consequently it is important that ESITO assessors use the web as their first port of call when seeking assessor information and in particular, when gathering forms and templates to

⁵ Pocket sized handbook for assessors

perform assessment. To provide a matrix of the habits that assessors have in relation to website use and how they obtain documents, the survey presented several similar questions, within different sections of the survey. The overall survey data suggests that more assessors need to be made aware of the implications of web based documentation so that at the very least, where an assessor has printed or photocopied documents, they should refer to the web to verify that the documents are the most current, prior to using them. Seventy-five percent said that the ESITO website is their first port of call when looking for assessment resources.

Newsletter

When asked to indicate their interest in the assessor newsletter 'LinkUp', 12% said they had never seen it. The largest number (63%) responded that they mostly skim read it or read it occasionally. A further 22% read it in detail most of the time.

Assessment pack material

Specific statements about the assessment pack, and the responses to those, are shown in Table 6, below. However, to gain an overall sense of assessor satisfaction with the assessment pack as a whole, the responses to a number of questions targeting this variable were correlatedⁱⁱ. On average⁶, two-thirds of those who have used the assessment pack agree that it is useful and that the forms and templates are easy to follow.

Table 6. ESITO Assessor Pack

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|--|----------------|-------|---------|----------|-------------------|
| I clearly understand when to use a Technical Expert | 66% | 23% | 9% | 2% | 0% |
| I clearly understand what information I need to gather when using a Technical Expert | 58% | 28% | 9% | 5% | 0% |
| I clearly understand the purpose of the letter of Attestation | 64% | 25% | 7% | 5% | 0% |
| The Assessment Instructions are necessary | 52% | 20% | 14% | 9% | 5% |
| The Assessment Guide (the evidence sheet) is well set out and easily understood | 30% | 41% | 25% | 2% | 2% |
| The ESITO Assessment Pack makes my job as an assessor easy | 34% | 34% | 20% | 9% | 2% |

⁶ Calculations were made to exclude those who had never used an ESITO assessment pack

| | | | | | |
|---|-----|-----|-----|-----|----|
| I like using the forms and templates - they are easy to follow | 25% | 41% | 25% | 9% | 0% |
| I always follow written procedure when using the pre and post assessment checklists | 41% | 23% | 20% | 11% | 5% |

As was anticipated, there was notable disagreement relating to the following of procedure when using pre and post assessment checklists. Data indicates that at least 16% of assessors (given the unknowns in the neutral score, perhaps more) are following their own process.

Perhaps not anticipated, due to various discussions in assessor forums prior to this survey, was the degree of confidence expressed by assessors in terms of understanding when to use a technical expert and which information they then need to gather (89% and 86% respectively). Also not anticipated, and for similar reasons, was that 89% would identify as clearly understanding the purpose of the letter of attestation.

8. Company recognition

Assessors who identified as company employees were asked to consider a range of statements relating to the type of support they received from their company. Of those 40 company employees, 70% believe that the company values the work they do as an assessor. While two-thirds of respondents did not have their assessor role written into their job description, about the same number nevertheless agreed that their companies provided sufficient training opportunities for the role⁷. Around the same number again said that they had sufficient time to undertake assessments within working hours. Thirty-eight percent identified as being able to assess trainees from other companies.

The majority (90%) indicated that they receive no financial reward for their work as an assessor. However, as research has widely identified, financial remuneration is not necessarily a key driver for employees. When asked for suggestions on how a company could recognise an assessor's contribution, just one person mentioned remuneration.

Around half of the assessors, including those who were self-employed, took the opportunity to offer ideas on how companies could recognise an assessor's workplace contribution, the majority suggestion being that companies provide sufficient time to do the assessments (approx 50% of mentions). On the other hand, one person felt that his company could value him by utilising him more.

⁷ Note that the data does not directly correlate.

Most of the remaining suggestions related to receiving recognition. Receiving an award was suggested by three people, with one person suggesting that ESITO give an award. Others indicated that a reward of some kind, such as a paid day off, a fishing trip or other social event would be welcome. Two assessors indicated ‘thank you’ would go a long way. Recognition was identified as desirable, not just for the assessment activities carried out, but for the qualifications, external to industry qualifications, that the assessor gained as part of their assessor role.

9. Customer Service

Overall satisfaction ratings were invited for four areas of customer service:

1. credit registration
2. support from Customer Service Managers (CSMs)
3. feedback and follow up from assessor forums
4. feedback and follow up for registration and moderation processes

Satisfaction ratings (from very satisfied to very dissatisfied) were based on service received over the previous 12 months.

Credit Registration

Typical comments accompanying the 62% of ‘very satisfied/satisfied’ responses to the credit registration process included that there was ‘*never any response*’ and that assessors ‘*would like acknowledgment that the credit registration has been complete*’. This is an issue that the National Moderator raised with the ESITO Commercial Manager earlier in 2009, following feedback from assessor forums. The matter is currently being considered and options explored for how to give assessors timely and adequate feedback that credit registrations have been received and recorded.

Customer Service Managers

The most positive ratings (72%) were for CSMs, with 42% of assessors being ‘very satisfied’ with the service received. Apart from a mention of ‘*brilliant*’ service for one CSM, who was named, it is not possible to identify whether the ratings and comments were evenly spread across all the CSMs.

Feedback and follow up from assessor forums

Data was analysed to see if work done on improving follow up and communication with assessors, following the assessor forums, was reflected in the ratings. Of the 19 assessors who had attended workshops in the 12 month period, it was satisfying to note that none were part of the 29% expressing dissatisfaction with follow up and feedback. It is less encouraging that 42% of the 19 chose to be neutral. However, in comparison to the overall responses of the group, assessors who had attended a forum in the previous 12 months were more satisfied with follow up communication than those who had not.⁸

⁸ This calculation is based on summing up, for each sample group, the number of responses in the two satisfaction ratings to make a percentage comparison.

Feedback and follow up for registration and moderation

The least positive response, with a satisfaction rating of 49%, was for feedback and follow up for registration and moderation, with 29% of assessors choosing a neutral rating. However, the direction of the comments in this area could infer that responses were based as much on wider perceptions as on feedback itself; factors mentioned included: the focus of ESITO under the previous CEO; staff turnover (affecting continuity of information flow); lack of support for assessors in the field; and a perceived mismatch between staff skill sets and the tasks being undertaken.

10. Recommendations

Compliance

- Review the registration processes, criteria for registration and re-registration.
- Review the document control process ensuring latest versions of documentation are being submitted by assessors.
- Continue to raise awareness of the web portal and provide resources to support access to and use of the web portal.
- Assess further improvements to the guide, forms and assessment pack.
- ESITO administrative process review

Professional Development

- Review the moderator/assessor mentor model and build this into the assessor forum structure.
- Build more open relationships between assessors and moderators.
- Develop and implement training modules to address the top five areas of interest for assessors regarding professional development.
- Continue financial support for assessors to complete Unit Standard 11552.
- Develop and implement Adult Literacy and Numeracy training programmes for assessors.
- Review feedback and follow up from assessors' forums.

Regional disbursement of assessors

- Review the workload for assessors in the greater Auckland and Christchurch regions. Given that 50% of assessment is conducted by one-third of assessors, and these appear to be largely urban, a review should be conducted to ensure sufficient coverage for the greater urban regions.

Recognition

- Implement a programme to raise awareness of workplace assessors and the service and value they bring to industry.
- Review the recommendations made by assessors with regards to recognition that ESITO can influence.

End notes

ⁱ Neutral responses: This may be related to the way statements were worded or as equally to unknown variables. The survey tool is not sufficiently powerful to enable identification of the variables that might have influenced the neutral choice.

ⁱⁱ Correlations are for Q 26, 02; Q 29, 01 and Q29, 02. Note that calculations for Q 26 exclude those who responded as Not Applicable.