

Assessor Refresher Course



Overview

This course is designed to refresh and bring up to date the skills of existing assessors. However, it could also be delivered to new assessors who will not be assessing safety critical roles and therefore do not need the full [Assessor Award](#) qualification.

Booking Your Course

To book an Assessor Refresher Course or to enquire for further information, please contact bookings@assessstech.com, where a member of the **AssessTech** team will be happy to assist.

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Benefits of AssessTech

AssessTech are in a unique position to provide this training, for the following reasons:

- AssessTech provide competence management systems that are used widely within the railway industry, and as such understand a wide variety of competence management standards.
- AssessTech has been instrumental in the adoption of developmental assessment methods within the railway industry
- AssessTech is a City and Guilds centre and also delivers the full Assessor Award.

What's covered in the Course

The course covers:

- Complaints and Appeals
- Equal opportunities.
- Roles of individuals within the assessment process
- Why do we assess?
- The Swiss cheese theory.
- A 'Just Culture'
- Planning Assessments
- Assisting the Candidate to prepare for the assessment
- Using performance criteria effectively within assessments
- Conducting a developmental, holistic assessment.
- Collecting and judging evidence using a range of methods
- Ensuring quality in assessing performance and diverse evidence
- Incorporating a developmental grading system.
- Using NTS markers to enhance the assessment.
- The supporting of the candidate's development within the workplace.
- 80/20 developmental feedback.
- Recording developmental feedback.
- Producing concise honest assessment records to support the candidate.
- Use of Company standards
- CPD – RSSB Assessment best practise guide
- ORR - Developing and maintaining staff competence
- Use of E-systems for gathering and storing assessments (optional).
- Assisting the candidate take ownership of their competence.
- Standardisation activities
- The mature assessment model

Course Delivery

The course is delivered as one or two days of training, based in a classroom. It consists of a mixture of formal learning and practical exercises including walking through scenarios based on historical incidents. The choice of one or two days depends on customer preference and whether or not detailed training on how to use the company's internal systems is required. There is also the option to have an online version of this course.