The Registrar General's nationally accredited
programme for Registration Officers

Assessor Information Pack

Contents

1 The Registrar General's nationally accredited programme for Registration Officers

The Registrar General's nationally accredited programme for Registration Officers is an NVQ-style modular programme of self-directed learning.

The broad principles are:

- 4 core modules (listed below);
- each module has a number of units and learning outcomes;
- the candidate demonstrates competence in each learning outcome by gathering evidence of their competence in a number of ways (also listed below) and presenting a portfolio with their evidence;
- the candidate's work is assessed by a competent assessor and once approved and completed they will gain their certificate, approved by City & Guilds being personally signed and presented by the Registrar General or his/her representative;
- most of the work required to be assessed is "on the job", but also requires the candidate to complete their own learning, perhaps outside the workplace;
- the total time taken to complete the qualification will vary from one candidate to another but it is likely to take between 150 and 200 hours which can be spread over 2 years;
- Work carried out for some of the learning outcomes may also be cross-referenced to other modules/units, for example, observation of a technical registration process will also cross reference into other units in the Customer Service and Using IT modules.

The Modules

Module 1 – Customer Service in a Registration Environment

Module 2 – Understanding the relationship between Local Government and the Registration Service

Module 3 – Using Information Technology in the Registration Service

Module 4 – Delivering Registration Services (units include: Births, Deaths, Stillbirths, Marriages, Civil Partnerships, Ceremonies, Certificates & counter-fraud).

Detailed descriptions of all modules and units can be found on the LRSA website www.**lrsa**.org.uk and on the GRO Registrars website.

2. Evidence of Competence

The assessor assigned to the candidate will be assessing against detailed learning outcomes and the candidate may use the following methods to prove their competence:

E-learning (EL)	Successful completion of all GRO e-learning modules (Level 1 @ 100% & Level 2 @ 95%)
Written Answers (WA)	Successful completion of candidate workbooks (95% pass rate)
Technical Assessment (TA)	Successful achievement of technical assessments (95% pass rate)
Witness Testimony (WT)	Observation by an experienced work colleague or line manager
Professional Discussion (PD)	Professional discussions with the assessor
Other (O)	Any other evidence method not listed above

3. Assessor Training

All Assessors will be required to attend a two-day Assessor Training workshop which includes the following topics:

- the modules and the way the qualification operates
- the role of the assessor
- how to plan assessment
- the role of the internal verifier with regard to quality assurance
- the types of evidence and how to record competence
- how to judge evidence and make assessment decisions
- how to give feedback
- how to use the Technical Assessment tool
- how to deliver effective feedback

4 The Assessment Process

Once the candidate has enrolled and been given a candidate number they will also be assigned an assessor and both candidate and assessor will get together to discuss and plan the process.

The relationship between the candidate and the assessor is crucial to ensure successful completion of the qualification

Initial Meeting

The candidate and assessor will meet to start to plan the assessment of the programme. This first meeting, which should be attended by the Internal Verifier, should:

- be attended by the assessor and all of his/her candidates at the same time – If practicable, geographically-close assessors might wish to join forces for this first meeting to enable several candidates to begin to form a network for sharing issues and questions;
- explain programmeexpectations along with an outline of the appeals process (there is a generic powerpoint presentation and briefing notes on the LRSA website).
- explain the Internal Verification process (Form IV11 Sampling Plan).
- afford the opportunity for the candidate/s to complete Form CF1 which commits them to taking part in the programme. Once fully completed and signed off, this form should be scanned and emailed to the Qualification Manager at nq@tsi.org.uk
- allow time for the candidate/s to begin to compile an individual action plan (Form CF3) which details when the assessor and candidate will meet in the future, a timetable if possible and what they will achieve at each meeting e.g. they could agree a timescale for submitting the consistency check work as detailed on the IV11 Sampling Plan form. They could also agree which GRO e-learning modules (Form CF5) and Technical Assessments (Form CF6) may need to be completed and by when.
- set up a portfolio: a standard file will be fine for this but the candidate may need a bigger one (maximum one lever arch file) as the programme progresses. Explain how the Portfolio should be structured. (If possible, demonstrate a completed portfolio);
- Include forms CF1, CF2, CF3, CF4, CF5 and CF6.

Subsequent meetings
As part of the action plan (CF3) the candidate may also decide they can start to complete other parts of the qualification. As other forms of evidence are generated these should be added to the portfolio. The assessor should agree with the

candidate the mechanisms for submitting evidence. Evidence should be assessed on an ongoing basis and not end loaded to the qualification.

Completing modules and units

When a piece of work has been assessed and deemed to be sufficient the assessor will complete form CF2 . Progress will be marked by completing the RAG (red, amber, green) columns on the right-hand side of the form as a visual measure of progress.

Data Protection

In order to comply with the Data Protection Act 1998 documents that contain personal information, for example, copies of completed registrations must not be kept in the candidate's portfolio. Personal data is not just the obvious names and addresses - it could be non-personal data that put together with some other piece of information that is held will identify a person. It will also include commercially sensitive information such as financial reports. If it is necessary for the candidate to use personal information as evidence of a particular competence or skill then the candidate must ask their assessor or a colleague to sign a statement to confirm that they have seen the piece of work and that it meets the required standard.

Completing the qualification and internal verifier sampling

Internal verification will be planned to ensure that the standard and quality of the qualification (and assessment) is maintained. The internal verification process can identify reoccurring issues and trends in the programme. Consequently it should not be end loaded as this might prohibit ongoing remedial work and development of the assessor's skills and expertise.

The Internal Verifier will monitor assessor performance at least three times during the course of the qualification using a mixture of observation and interview (Form IV12). Following the initial candidate/Assessor meeting, the first observation would take place half-way through the qualification and finally at the end before the final portfolio can be submitted to the Qualification Manager.

Insufficient or poor quality evidence

The qualification is designed for the candidate to prove their competence in their day to day job. There may be times when the evidence presented is not of sufficient quantity or quality. The candidate and assessor will discuss this and decide what additional evidence is needed, e.g. a further observation or amendment to submitted work and the candidate will re submit their work for assessment again. If at any stage the candidate wishes to challenge an Assessor decision they should do so by referring to the Appeals Process which is detailed on the LRSA web site http://www.lrsa.org.uk/GuidanceandInformation.cfm

Referencing evidence

It is important that each piece of evidence is clearly marked with the candidates name and programme number. It should be referenced against the module/sub unit it relates to and also any cross references to any other sub units that the evidence may satisfy. Evidence should be noted on Form CF4 and kept in a chronological order so that the assessor and internal verifier can easily see what has been completed at each meeting The assessor should initial each piece of evidence and confirm they have seen it by initialling the appropriate column on Form CF4. The Internal Verifier should check approximately 10% of evidence submitted and sign the CF4 accordingly.

5 Assessor Expectations

How many candidates can I assess? The optimum number of candidates is three.

What do I do when I am given a candidate?

- Organise a meeting with all new candidates ensuring that the Internal Verifier is also invited to attend
- Ensure the candidate has a sufficient overview of the portfolio process, the expectations on them – roles and responsibilities.
- Determine what the candidate is seeking to complete within the period of the assessment *and i*dentify any specific training needs. You can then support the candidate in completing an initial draft of their personal Action Plan (Form CF3).
- Together examine the evidence requirements

How do I make assessment decisions?

- Look at the evidence presented and make a judgement as to whether or not this evidence shows how the candidate meets the assessment criteria for a particular element.
- When the candidate has completed a task he or she must have demonstrated competence in each of the assessment criteria at least once.
- Evidence that is confidential does not need to be in the portfolio but it must be clearly referenced so that it can be found.

How much evidence needs to be presented?

- Guidance can be found within the Answer Books for each module.

What is competence?

- The demonstrable ability to carry out a particular task or skill to the required standards

Feedback

- Feedback on performance should be given at regular intervals (ideally after the completion of each task)
- This feedback should be given on the Candidate Assessment Feedback Form AF8.
- Feedback should start with positive points about performance or evidence, then give negative points but always finish with another positive point.
- Feedback should be just and reflect assessment criteria, not the assessor's personal opinion about how best to do the job.

When is assessment completed?

- An assessment is complete when sufficient valid, current, authentic and reliable evidence has been provided to meet all of the assessment criteria.
- The evidence must not be more than 2 years old as it is unlikely to provide evidence of current competence.

6 Assessment Forms

A complete list of NQ Forms can be found at Appendix 2. Specific Assessor forms are as listed below:

AF6 Professional Discussion Report
To be used when recording a professional discussion with the candidate regarding a task which cannot be evidenced by e-learning, technical assessment or by a correct answer in the appropriate Workbook. The professional discussion should be carried out directly by the assessor or a credible witness

AF7 Witness Testimony Report
A candidate may well find that situations arise where they have performed competently but their assessor has not been present to observe them. This is most likely to happen with technical registration tasks e.g. RG Licence or Housebound/Detained notices which are not monitored within the Technical Assessment process but which may arise at the candidate's workplace at relatively short notice.

In order for this kind of evidence to be valid, a testimony will need to be provided by someone who witnessed the candidate's performance in the situation concerned. Witness testimonies can only be provided by individuals who are in a position to make a valid comment on the candidate's performance e.g. a line manager or experienced work colleague. In the case of a work colleague, the witness testimony would need to be counter-signed by the line manager.

It may be that a customer feedback form, letter or verbal feedback contains evidence of competence. If this is the case, the comments should be captured on the Witness Testimony Report and counter-signed by the line manager.

AF8 Candidate Assessment Feedback Form
The Assessor should give the candidate feedback on progress at least once a month – more if necessary.