

PRINCIPLES OF
ON-JOB
ASSESSMENT
FOR INDUSTRY
TRAINING



PRACTICE
EXAMPLE
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Each ITO is challenged to develop its assessment processes and practices to best meet the needs and demands of the specific industry, workplace and trainee involved. The ITO works with these parties to ensure everyone understands what is expected for trainees to undertake and complete their qualifications. Below is an example of how this is working in practice.

Providing seamless qualification pathways for trainees in the service industries is central to the way ServiceIQ works with larger companies (those with 50 or more staff). Through Qual Link, the ITO works closely with companies to align existing training programmes and other evidence to unit standards that contribute to qualifications. This is advantageous because trainees only need to undertake one training pathway in a company, which means the in-house training they do serves a double purpose.

**Collaboration
and
partnership**

Delaware North and Z Energy are two of the companies where ServiceIQ has taken this partnership approach. Both companies see it as providing opportunities for

staff to gain formal qualifications that are portable to other jobs and for staff to view jobs in hospitality and retail as viable career options. It also supports their personal and professional development.

Delaware North, a multinational company that runs seven food outlets and the conference centre at Wellington Airport, already has an international training programme that did not lead to a qualification. ServiceIQ talked with Delaware North about what was possible through a contextualised assessment for the workplace. The Business Manager, Harish Purohit, talked about how he found ServiceIQ responsive to Delaware North's needs as they understood the approach the company was taking and the importance of company content to learning and assessment. "The modules have the ServiceIQ structure, but the content is about Delaware North – for example, food safety [and] the code of conduct. The training programmes are delivered by Delaware North." Z Energy uses a similar approach, with their content driving what is learnt and assessed.

As both companies use an in-house training approach, the companies are responsible for telling trainees what is expected of them. Trainees at Delaware North knew that they would be



working through modules, the length of time their qualifications would take, and the type of evidence they would need to collect. “I was told it was for hospitality industry training. It would help me to gain more practical knowledge and that the assessment would relate to my work,” said a trainee. Another trainee explained that they obtain the modules ahead of the training sessions and have time to read through them. They are explained in the training sessions, along with instruction regarding the evidence trainees must collect for assessment.

Communication and celebration

Celebrations form a large part of the way the companies communicate what they do. Both acknowledge achievement through formal presentations. Representatives of Z Energy talked about how excited they were to recognise the skills staff had gained through formal qualifications. Representatives of Delaware North talked about the motivational aspect of formal recognition leading staff to further study.

At Delaware North, the business manager and the head chef are the assessors. This means trainees are able to get direct and immediate feedback on what they have submitted. “After we finish, Harish assesses everything and if he has any questions will give us one-to-one feedback. If we need to make any corrections he gives them back to us to make.” The trainees think the evidence is easy to collect. While it is written and takes time to write up, it directly relates to workplace practice and policies and trainees are supported to get this evidence. “If we need stuff and don’t have access to it, Harish will get it for us - for example a business plan. We can also use photo evidence - food safety, hazards, health and safety such as uniform, food prep, cabinets [as they are] before and after opening and closing. We can print photos in the office.”

Naturally occurring evidence

ServiceIQ believes that using workplace supervisors or team leaders as in-house assessors strengthens the likelihood of assessment being part of an ongoing learning process where there is the opportunity for feedback and capture of naturally occurring, authentic evidence. The trainee is likely to be more supported, as they come into contact with the assessor and verifier. This thinking was confirmed by a trainee who commented that she sees her trainer / assessor every day: “He’s also in class and I can text or call him. He’s very helpful and it’s good to have an in-house assessor.”

What does the future of assessment look like for ServiceIQ? As the ITO moves to greater use of a digital platform, the role of the workplace assessors is likely to change considerably. They are likely to have less interaction with trainees at a personal



level and it remains to be seen how both trainees and assessors will feel about this. However, it may not be a significant issue. “Overall it is good as we have an in-house assessor. But it would be easier if we had modules online,” said one trainee. Another commented, “It would help to have more things online so when you are sitting in a café you can log on [and do work]. I’d like to see more of this so you can sit and do it on your phone and don’t have to carry all the materials around. Then you can just take pictures and upload.”



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