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Covid-19 Training Provider Guidance and Considerations When Conducting Remote Assessment

Typical types of assessment methods

Evidence type	Evidence requirement
Observation	Holistic observation of the apprentice handling 'live' customer cases are completed formatively by the assessor to demonstrate competence in skills and behaviours.
Witness testimony	Holistic witness testimony, ideally from a line manager. The line manager will explain how the apprentice has developed, including examples where possible, demonstrating how the apprentice has met the standard.
Appraisal	A copy of the apprentice's appraisal or 1-1 performance review documents (The 1-1 performance review should include 3 performance reviews, one when the apprentice starts their apprenticeship, one in the middle of their apprenticeship and one just before the apprentice reaches Gateway).
Written submission or learner statements	Written submissions can be evidence of projects or research undertaken by the apprentice. They should include feedback from the manager or anyone else involved. Learner submissions could be used when the apprentice has dealt with a customer, where the situation has stretched or challenged the apprentices' skills and behaviours and can be also completed by reflective account on a Digital Voice Recorder (DVR).
Case study	The case study will include supporting product evidence and a witness statement. The evidence could include information around a complex customer case, which may have taken place over several weeks. Supporting evidence should be included and a witness statement completed by the line manager to confirm validation alongside a reflective narrative from the apprentice.
Reflective account	A discussion of a reflective nature led by the apprentice where they are highlighting a situation and the skills and behaviours gained should be recorded on a DVR or Video.

Third party conducting an observation – things to consider

Someone in the apprentice's organisation conducts the observation on the training provider's behalf:

- Consider if they are the right person to conduct the observation (manager, senior colleague, mentor, on site trainer)
- Consider if the observer has sufficient knowledge and understanding of the planned task/activity being undertaken
- Share a copy of the apprenticeship standard/assessment plan so they are aware of the criteria to be covered
- Brief the third party of what the normal expectations are when completing an observation
- Provide the third party with appropriate documentation and discuss how this should be completed
- Any outcomes/tasks that may be mandatory during the observation are discussed with the third party
- Make the third party aware of any GDPR issues which may arise and how these should be documented/redacted e.g. no customer or client names to be recorded on any document or recording
- Make sure all parties are aware to sign and date all documents/recordings for validity and authenticity.

We would recommend that an observation checklist is developed by the training provider and completed by the observer and the training provider, along with a standard observation record.

Remote observation – Things to consider

How could a remote observation take place:

- Video/Skype/Teams/Webex
- Call listening

Can recorded calls be sent to the training provider which have been authenticated by the line manager and apprentice a sample of

- Observation voice recorded by manager and sent to the training provider for assessment by the coach
- Use of observations already undertaken by line manager at place of work.

It is important to gain permission from the site/office/place of work to ensure client confidentiality and GDPR procedures are followed.

Always make sure with any remote observation that:

- The piece of evidence has been authenticated and dated
- Client confidentiality and GDPR procedures have been followed
- The observation meets the required outcomes of the observation as some outcomes may be mandatory.

We would recommend that an observation checklist is developed and completed by the observer and the training provider, along with a standard observation record.

Witness testimony

This can be done remotely either by:

- Recorded telephone conversation between training provider and manager/mentor
- Written statement following a set structured brief from the training provider.

It would be more desirable to conduct via telephone, as it gives the opportunity to expand further on any answers provided.

Things to consider:

- Test the recording before completing over the telephone to ensure that there is no interference on the line
- Is the manager/mentor in a quiet area so no background noise interferes with the recording
- Clearly introduce each party and their role as well as the date it is taking place
- Does the written statement give clear dates of examples and is it signed for currency and authenticity?

Reflective account

Similar to witness testimonies, reflective accounts are usually a discussion and questioning between the apprentice and the training provider. This can be recorded remotely via telephone.

Things to consider:

- Test the recording before completing over the telephone to ensure that there is no interference on the line
- Is the apprentice in a quiet area so no background noise interferes with the recording
- Clearly introduce each party and their role as well as the date it is taking place.

Other types of evidence including appraisal, written submission or learner statements, case study or any other addition evidence

All of these documents can be sent and assessment conducted remotely as per usual.

Things to consider would be:

- Has the document been signed and dated by all relevant parties for authentication
- All customer/client names, addresses, email addresses etc. have been omitted or redacted in line with GDPR procedures.



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