

FACT SHEET 7

USING THIRD PARTIES TO COLLECT EVIDENCE

Introduction

As part of the assessment, the assessor may use other personnel to collect evidence in the workplace. This medium may be because the accredited Qualification requires workplace attachment and for evidence to be collected from the workplace, or because it is not possible for the assessor to observe the learner at work due to:

- Remoteness, e.g. placement is a long distance from the HEI, and it is impractical or costly for the assessor to attend the workplace.
- Assessors visiting the workplace and conducting assessments may be disruptive or interfere with work requirements, e.g. the observer will obstruct workflow.
- It may not be appropriate for an assessor to observe the learner demonstrating the skills and knowledge due to ethical, privacy or confidentiality concerns, e.g. in age care facilities or hospitals.
- The assessor will not be able to observe all skills and knowledge applied in the workplace, e.g. contingencies that arise irregularly.

For National Qualifications, the accredited Qualification document outlines whether a workplace attachment is required and will specify how the evidence is to be collected. The assessor developing the assessment tool will need to confirm this information prior to finalising whether a third-party report is a suitable assessment method.

For other FQF accredited qualifications, the assessor developing the assessment tool will also need to review the accredited Qualification document to confirm any requirements in relation to workplace evidence.

In these situations, evidence will need to be collected using a third party such as a workplace supervisor. This evidence will be supported by other assessment evidence gained through other assessment tasks.

It is important to remember that the third party is not an assessor for the HEI, nor do they decide on successful completion or of competence; they merely collect evidence.

The HEI will be responsible for developing an assessment that incorporates a third-party report as an assessment method.

What information can a third party provide?

Using third parties to collect evidence in the workplace is a suitable method to:

- Collect evidence over time, over multiple occasions and in different contexts.
- Collect evidence of 'soft skills' and contingency management skills.
- Collect evidence of everyday performance.
- Confirm the authenticity of applying skills and knowledge in the workplace.

Considerations when using third parties

An assessment tool needs to be developed to ensure that the method used collects quality evidence. The assessment tool should be supported by advice to the third party and clear advice to the assessor.

The following are considerations when using third-party observers.

Advice to the assessor	Advice needs to be provided to assessors as to determining an appropriate person within the workplace to collect the evidence. This appropriate person is somebody: <ul style="list-style-type: none">• Who works closely with the learner, e.g. line manager, supervisor.• Who can provide valid comments on the learner's performance.
Providing evidence collection device	The assessor developing the assessment tool needs to develop an evidence collection form that outlines: <ul style="list-style-type: none">• Context and conditions for the assessment, e.g. duration of the observation, workplace environment.• Specific work activities to be observed.• The evidence to be demonstrated by the learner.
Advice to third party	The assessor developing the assessment tool needs to develop clear advice to the third party as to: <ul style="list-style-type: none">• How the evidence will be collected.• Information on the assessment requirements, e.g. unit standard.• How to use the evidence collection form.
Obtaining confirmation from the third party	The assessor as part of the assessment process needs to collect confirmation of specific details about the third party (e.g. their job title etc.), confirmation that they are willing to participate, and confirmation that they understand the assessment requirements.
Confirming authenticity	The assessor needs to confirm that the evidence provided was that observed by the third party. Authenticity could be confirmed with the third party signing the collection form and through oral questioning (e.g. a phone call) to discuss the findings documented.

Refer to Assessment tool templates for a **sample** third-party assessment tool.

Associated documents

- Fact Sheet 1: Assessment system
- Fact Sheet 2: Assessment tools
- Fact Sheet 3: Recognition of Prior Learning
- Fact Sheet 4: Internal moderation
- Fact Sheet 5: Assessment simulation
- Fact Sheet 6: Meeting assessors' requirements
- Fact Sheet 8: Structured workplace learning and workplace assessment
- Assessment tool templates.

References

ASQA. 2016. *Using other parties to collect assessment evidence*. Canberra. Australian Government.

Department of Education, Training and Youth Affairs. 2001. *Training Package assessment materials kit: Guide 1*. Canberra. Commonwealth of Australia.

FACT SHEET 7, VERSION 1, 15/05/2019

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