Validity and reliability in assessment

Evaluate the assessments you have carried out, stating whether you believe they were fair, valid and reliable. During the Skype assessments I carried out on 2 learners, who are studying the nvq level 2 in customer services. My job was to observe the 2 learners and assess their ability, and then match against the criteria set for the units which I was observing them for. For both of my learners there are a number of assessment methods I have tried, in order to understand their learning ability. From doing these assessments I have understood where my weaknesses, strengths are, along with the learners.

Personal StatementI started off by asking them to write in their own words, how do you maintain a positive and customer friendly attitude, and how you communicate effectively with customers? By them completing these personal statements, it gives me an understanding that they know what their job role is. As these two points which they have written about in their words, are the two units. Basically what I have asked them to do is sum up in their own words what they have understood from the units. I believethat by assessing learners through this method, it is a fair, valid, and reliable.

This is because I know the learners, and the information which they have written about is valid because it is in their own words, from their own understanding. However there may also by the disadvantage of doing a personal statement. This is because I believe that there may be a possibility that a personal statement could be written by someone else, as there is no validity and proof of this being created by the learner him/herself. However I have followed these personal statements with questions which brought me

to the conclusion, that my learner's personal statement is valid, fair and reliable.

ObservationI also used the observation method to assess my learners. I asked my learners to carry out tasks which they have to do, in conjunction with their daily work routine. I observed my learners as they made calls externally and internally, which showed me how good their communications skills are. They called customers and discussed issues which they were having, whilst I was observing their quality of assistance. I believe that this method is fair, valid and reliable, because I can see, hear and also take notes whilst they are carrying out the tasks.

From my experience I think that this method of assessment is very good as it gives the assessor a wider choice of observing. But at the same time I would say that it also is not so good, as the results may not be correct. Sometimes the learners may not respond accurately, as they may feel embarrassed, they may not feel too well, and there are other various reasons. Oral questions At the end of the assessment, and also during the assessment, I stopped my learners and asked various questions.

Sometimes I asked questions relating to what they were speaking of, for example, one of my learners was talking about CRM, and I had no idea regarding this. So I asked her to explain about it. In a similar way I asked them questions relating to the course. I think the assessments are fair, valid and reliable as they are put on the spot, and answering these questions shows their understanding and capability of the course. Written

Questions/Case StudyAs part of the assessment, I sent a couple of questions which they had to answer in a time limit of 20 minutes.

These questions were to determine their skills around the course and their practicality of work. I selected these questions from the criteria of the units which I was assessing them on. These questions are knowledge based, which means that they had to answer in detail, explaining their views and choices. In a same way I set a case study for the learners, where I gave them a scenario, and at the end asked them questions regarding the scenario. Whatever the answers were, the learners had to explain why they chose this answers.

I believe this method of assessment is fair, valid and reliable, this is because the learners must write answers from their own understanding of the unit. But along with this, many times learners get the feeling to cheat. However I have carried out some questions which made me believe that the answers were valid. Discuss whether the assessments went well and what would you do differently next time I believe that the overall assessment itself went well, as I came to conclusion after carrying out each method of assessment.

I asked my learners to do a personal statement, writing in their own words relating to the unit. Although this is a good way to get an understand of the learners ability, I strongly feel that rather, I should ask them the question, and they answer me, which I could then write down. I believe both observations are really good method of assessing the learner, as i just watched and noted what they were doing, and didn't need to interfere with

their task. But I believe that a Skype method may not be so well, as I felt the learner may not have been so comfortable with this.

This is because I could see her, where as she could not see what I was doing. This then becomes a barrier to both sides communicating effectively. So I think that next time when an assessment takes place, both sides should be able to see what both sides are doing. I don't think my oral questions were so good, I believe they were straight forward and easy to answer. This is because I had less time to prepare the actual assessment itself. And I believe that if I had more time then I could have constructed these questions more complex, which then could be more challenging for the learners.

I think that next time I plan for these methods of assessments, I should create a good series of questions, which could give me a better understanding of the learner's knowledge. As for the written question and the case study, although I believe they are strong methods of assessment, as they allow the assessor to evaluate the learner's knowledge. I also think that sometimes learners may take advantage of being distant and cheat. I believe that these methods of assessments should be carried out whilst the assessor is watching via Skype. Identify any learning points for your own development.

From the feedback received from my tutor, I believe there are two main points which need to be developed before the next assessment, as they relate directly to assessments. The first learning and development point that I need to work towards is the grammar and spelling of my work. I need to make sure that all my work is proof read before sending of for marking.

Although this has been my weakness, and I have been advised to always keep this in mind. I believe that this happens due to me rushing through everything. So I believe that if take everything one step at a time, it could reduce the grammatical errors.

I could also reduce this by always proofreading work, which would highlight the errors. On a development note which has come to me newly, is the selection of words. I have been told by my tutor that the feedback you gave included the term ' sweet' to describe thecommunicationof one of the candidates. My tutor advised me that I must be on the safe side and avoid these terms, as they are deemed offensive. I believe that this is true and I could work towards improving this, where next time I should think of the words I select before giving feedback.

Explain how you will continue your professional development to ensure current expertise and competence in your own vocational area as well as assessing. I will use my CPD plan in order to ensure that my current expertise and new experiences are brought to real practice. Every time my tutor, or my colleagues who monitors my every lesson gives me feedback on what I can improve, I put that in my personal development plan. I then try and implement those, and once I have achieved this I tick on the plan. For example, I have been informed more than twice by my colleagues to always go back to lesson objective whilst teaching.

I also have been informed by my tutor about my grammar and proof reading my work. So I have created a note on my plan, and now that I have put this action into practice I have ticked off this note. Now until I bring proofreading

fully into practice, i will not tick this off. I will be using my CPD plan to note any improvements which I need to make, and then as an outcome assess if that objective has been met. I will continue to practice until this objective has been met, and once it has I will tick this objective off. By following this CPD plan, it will enhance me in my expertise and advance my skills.