

## **Senior Evaluation Quality Assurance Program**

The Central Division Senior program is a result of the concerted effort between the regions and division training staff. It is critical to maintain the standards established by those involved in the program development. An important consideration of the Central Division Senior Program is to ensure that the evaluation is consistent from year to year and from region to region. The division has a team of individuals who are versed in the senior program and are powerful resources to utilize as both “information gatherers” and “information providers”. These individuals will travel to each of the evaluations with a clear picture of how the senior evaluation should operate. They will act as observers and will only intervene in the event that something should occur (or not occur) that falls well outside the guidelines of the program. Immediately following the evaluation the division QA staff member will meet with the region evaluation staff to review the completed QA form and, if needed, provide any additional suggestions to improve the event. Once the paperwork is completed a copy will be sent to the Region Senior Program Administrator, the Division Senior Program Supervisor and the Region Director. This step in the process is not just an “evaluation of the evaluation” but is a means to give positive feedback toward improving the evaluation. The final result of the QA process will generate an outstanding program for the participants, including both candidates and administrators. In addition, regions will be given the opportunity to evaluate the QA process in writing. This will be sent to the Region Sr. Program administrator or Region Director. This information will be directed to the Division Senior Program Supervisor who will in turn share that information with the QA staff.

### **Qualifications and Development of Division QA Staff Member**

The QA staff member should be an experienced senior examiner in the respective discipline and an IT in any discipline. Experience in the evaluation and administration of the program is important for an understanding of the flow and procedure of the presentation of the program. The QA staff member must have a good view of “The Big Picture”. A critical trait of the QA staff member is the ability to communicate, both by listening and providing feedback. The individual must be confident without being confrontational. Anyone interested in becoming a QA staff member must complete the division staff application and be recommended by their Region Director and a current QA staff member. The development of the new QA staff member will require shadowing an experienced QA staff member at a minimum of 2 different region evaluations. This can include an evaluation in their own region plus 1 other. Mentoring candidates are required to attend a Division STW. The candidates should be familiar with the

Division QA staff and be a participant in the Senior module at the STW. The candidate must be familiar with the Senior manual and the evaluation criteria. The intent of the QA program is for the division staff member to provide support to the region administrator during the evaluation.

### QA Staff Interaction During the Evaluation

The intent of the QA program is for the division staff member to provide support to the region administration during the evaluation. There may be occasions during the evaluation when the QA staff member may have to intervene. Any immediate intervention by the QA staff member must be done discretely and with the concern of the candidates in mind. The intervention must be done between the QA staff, region director and the evaluation administrator. The QA candidate should brainstorm situations where an intervention may be necessary. These situations should include but not be limited to those that occur during an evaluation of the senior event. Situations that may need immediate intervention during a senior evaluation are:

1. evaluation is not meeting the standard
2. critical performance objectives are not being met
3. issues of safety

If immediate intervention is necessary the QA must be discreet and involve the senior evaluation advisor and Region Director.

### Responsibility of QA

The QA is required to provide the mentoring candidate with the QA form found in the senior manual. The QA should include the mentoring candidate in all email, conferences and/or other forms of communication prior to the evaluation date. The QA should confirm evaluation date, location and time of arrival with the mentoring candidate. The QA should include in the final report the mentoring candidate's name, date and location. The mentoring candidate should provide a final QA report. The mentoring candidate provides supporting details to the QA that should be included in the QA report. If remediation is necessary the QA and mentee should provide feedback as a team. The mentoring candidate should collaborate in two evaluations (one outside their home region).