



ASSESSOR

SQA L&D9D AWARD ONLINE VIA PLUS

**ASSESS WORKPLACE COMPETENCE USING
DIRECT METHODS (SVQ/NVQ)**

COMPLETING SQA L&D9D ON PLUS

THIS BROCHURE FOCUSES ON COMPLETING YOUR SQA QUALIFICATION L&D9D ASSESSOR AWARD (ASSESS WORKPLACE COMPETENCE USING DIRECT METHODS) ON PLUS.



For more information on the qualification and the requirements, please refer to our brochure SQA L&D9D Assessor Award using direct methods (SVQ/NVQ) - Training and qualification with Polaris Learning Ltd.

QUOTE FROM A TRAINING & COMPETENCY MANAGER

“The course is set out clearly and logically, and has all the information necessary. A very well-thought-out course with a knowledgeable tutor. The tutor has been very supportive throughout. I’ve really enjoyed learning from her and getting her professional perspective on my assessor work.”

From a veterinary and compliance services company.

QUOTE FROM A LEARNER

“The trainer has supported us through the process of qualification by being able to accommodate extra time when was required to complete the qualification which was really important.”

From a global craft beer manufacturer.

QUOTE FROM OUR CONSULTANT

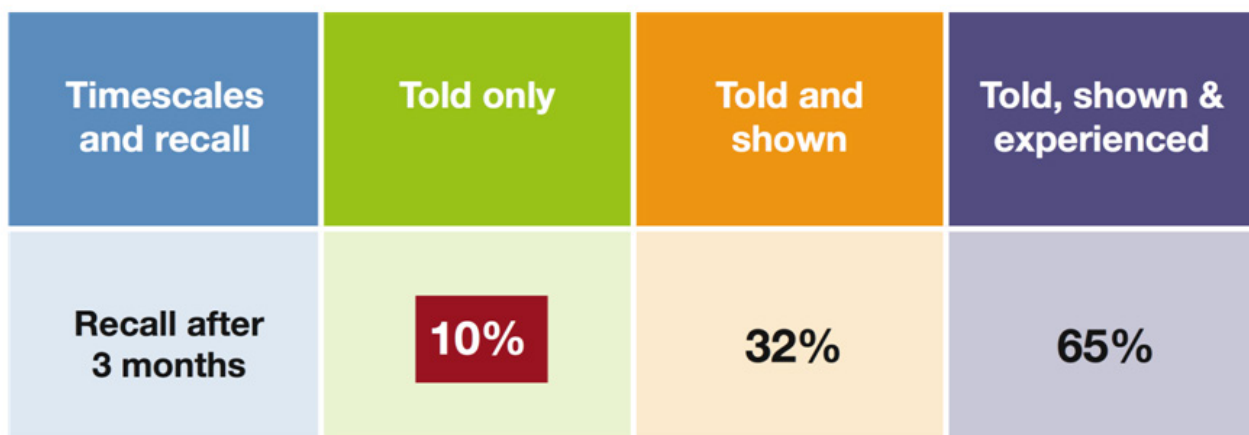
“We enjoy training with PLUS. We can support our candidates through their online learning and then as they complete the work in the workplace to achieve their qualification. Through the whole process, we get to know our candidates and we see them develop into people who can go out and assess in their workplace, be confident that they know what is required, that they can handle difficult questions and they will do a good job for their organisation.”

Karen McAra, Managing Consultant at Polaris Learning.

ENHANCING THE LEARNING EXPERIENCE, CHANGING BEHAVIOUR WITH PLUS, THE ONLINE AND BLENDED LEARNING PORTAL

THE TRAINING CHALLENGE

How do you train your employees and then make sure they retain their knowledge?



You can see from the above diagram that people do not retain much of what they learn unless they are able to experience as well as be told and shown.



For anyone in training, increasing knowledge retention is the challenge that we need to address.

For many years at Polaris Learning, we have believed that the best way to address this is to give learners the time to learn, absorb, reflect and implement their learning. In all our training delivery models, we have always built in steps to achieve this by extending the learning process and helping learners get the most from their training.

Online and blended learning provides us with a great opportunity to take this approach to training to the next level.

However, it is easy to produce disengaging, linear learning that does not reflect how people learn. It often results in poor quality training with no improvement in knowledge or behaviour after the training is complete. In my experience, much of the online or e-learning that is available falls into this category.

Our solution is PLUS. Created in partnership with Robert Gordon's University, we have exceeded our goals and developed an online learning portal that lengthens the learning process, engages and motivates our learners, and importantly, puts the control of the learning in their hands.

By using PLUS, we can also address the weaknesses of traditional class room training, giving us all a tool to increase the effectiveness of the training and help with the transfer of that learning back to the workplace."

**Keith Adam, Managing Director
Polaris Learning**

SQA L&D9D ON PLUS

HOW DOES IT WORK?

Although we need to help the assessor complete the qualification, we do not believe you can throw assessors into the qualification without training on how to assess, what to assess, when to assess and how to handle difficult questions.

We want the assessors to finish their learning and understand what is expected of them in their role and how to use your company's assessment paperwork and assessment process.

HOW DO WE DO THIS?

We start with an online meeting (webinar) to introduce the assessors to the qualification and also to PLUS. For those who can not make it, an on demand copy is available on PLUS so they can watch it at a time that suits them.

Your assessors then work through 3 topics:

- Topic 1: Introduction to Assessment
- Topic 2: Planning and Gathering Evidence
- Topic 3: Judging Evidence and Providing Feedback

At the end of the online learning, we plan with each assessor on the next steps of the qualification. These include the assessor carrying out 2 assessments on 2 separate people, so 4 assessments in total.

Assessors will have to provide evidence that they have planned and prepared each assessment, assessed performance and knowledge, confirmed progression and achievement, and given feedback to both people they have assessed.

Assessors will also complete the knowledge questions.

We support them remotely and they upload the evidence required into PLUS.

We will check they have covered everything, let them know if they have not and keep you updated on progress.

The final stage is verification by a Polaris Learning Verifier and then certification.



OUR ONLINE & BLENDED LEARNING PORTAL, PLUS THE LEARNING EXPERIENCE

Course Home Page

Assess Workplace Competence Using Direct Methods

Course Facilities:  Progress Report  Course Forum  Information Board

**For help using the site click on the "HELP" section on the blue navigation bar above, alternatively, contact your trainer.*

**For IT issues, please contact your IT department first, alternatively email:*

admin@polaris-learning.com

 Candidate Feedback Questionnaire 



The SQA L&D9D course page on PLUS



Course Forum

The purpose of this area is to keep users informed with any information, news and announcements relating to the course. For example, changes to assignments and materials or course arrangements.

A course forum is built into the course to keep learners up to date with any announcements or key dates

PLUS BY POLARIS LEARNING FOR YOUR LEARNERS...

▶ ELONGATING THE LEARNING EXPERIENCE

In developing PLUS, we have built in a range of media, activities and tools to repeatedly take the learners through the learning cycle as they complete their learning and then their qualification.

This approach allows us to stretch out the learning process so that we increase each learner's ability to not only learn but retain that learning in the short, medium and longer term.

As part of this process, we need to make sure that the learners over a period of time see the information and situations from different perspectives.

This helps them to start understanding ideas and theories, and to put these ideas into practice.

Step 1: Click on and watch the following video.

Video: Introduction to Competency Assessment

This video gives a nice introduction to competence assessment. Let's watch this and then we will look in more detail later on what competency is and how to assess it.



▶ MOVING THE LEARNER FROM THEORY TO PRACTISE

We need each learner to be able to apply what he or she is learning back at the workplace. Some people find this easier to achieve than others and we need to make sure that each person is given the best opportunity.

We provide the information in bite size chunks. We build in lots of opportunity to practise, and we provide feedback on the activities and tasks. This encourages the learners to think about what they are learning and how they can apply this new knowledge.

The practical elements of the SQA L&D9D qualification also help with the transition from theory to practise. And we can also build in your own assessment processes and paperwork to help support this transition.

Information <input checked="" type="checkbox"/> Flag question Edit question	Exercise 3: Planning and Gathering Evidence
Information <input checked="" type="checkbox"/> Flag question Edit question	What do you need to consider when planning assessment with regards to the following:
Question 1 Not yet answered <input checked="" type="checkbox"/> Flag question Edit question	Candidate: <input type="text"/>
Question 2 Not yet answered <input checked="" type="checkbox"/> Flag question Edit question	Assessor: <input type="text"/>

▶ ENHANCING THE LEARNING EXPERIENCE

People learn differently and therefore have a preference for how they learn.

Whether a theorist, pragmatist, activist or reflector, PLUS will work for all learning styles.

Each module is designed to support progressive learning. We start the module by introducing new ideas and principles, using a range of complementary media, and providing supporting notes which can be printed off for reference.

We include different activities so that people can explore, analyse and work with ideas in a way that builds their understanding as well as their ability to make decisions. We provide feedback to reinforce and build understanding.

And the flexible navigation system helps those who want to revisit information or revisit their own work.

▶ KEEPING LEARNERS ON TRACK

We appreciate that it is easy to be motivated at the start but some people find it harder to stay on track.

The 'My Progress Report' helps learners to see how much they have achieved, 'Your Key Dates' schedule lets each learner know where he or she should be against plan, and our 'Client Reporting' tool lets your training manager monitor learner progress.

Clear communication on progress, a clear plan for timescales and helpful reminders increase the effectiveness of online and blended learning.

Progress Report

[View checklist](#) [View progress](#) [Edit checklist](#)

This is a checklist to help you keep track of your progress. Activities will automatically be ticked when you have met the completion criteria.

All items: 40%

- Course Complete (completed by trainer once assignments are satisfactory) [↗](#)
- Assessment**
- Exercise 1: Introduction to Assessment [↗](#)
- Supporting Notes: Introduction to Assessment [↗](#)
- Exercise 2: Roles and Responsibilities [↗](#)
- Exercise 3: Planning and Gathering Evidence [↗](#)
- Supporting Notes: Planning and Gathering Evidence [↗](#)
- Exercise 4: Preparation [↗](#)
- Exercise 5: Carry Out Assessments / Feedback [↗](#)
- Supporting Notes: Judging Evidence and Providing Feedback [↗](#)
- Exercise 6: Judging Evidence and Providing Feedback [↗](#)

▶ BUILDING RELATIONSHIPS, DELIVERING RESULTS

We work hard to build a good rapport with each learner, understanding their job role, where they need extra help and supporting them through their qualification.

Through this approach, we consistently achieve high completion rates. Your support as Training and Competency Manager is however important to the success rate of the training and qualification programme.



“From the kick off webinar induction to the completion of the course I was closely mentored by a Polaris Learning consultant who provided excellent support throughout.”

Online learner, from a large facilities and services provider based in Malaysia.



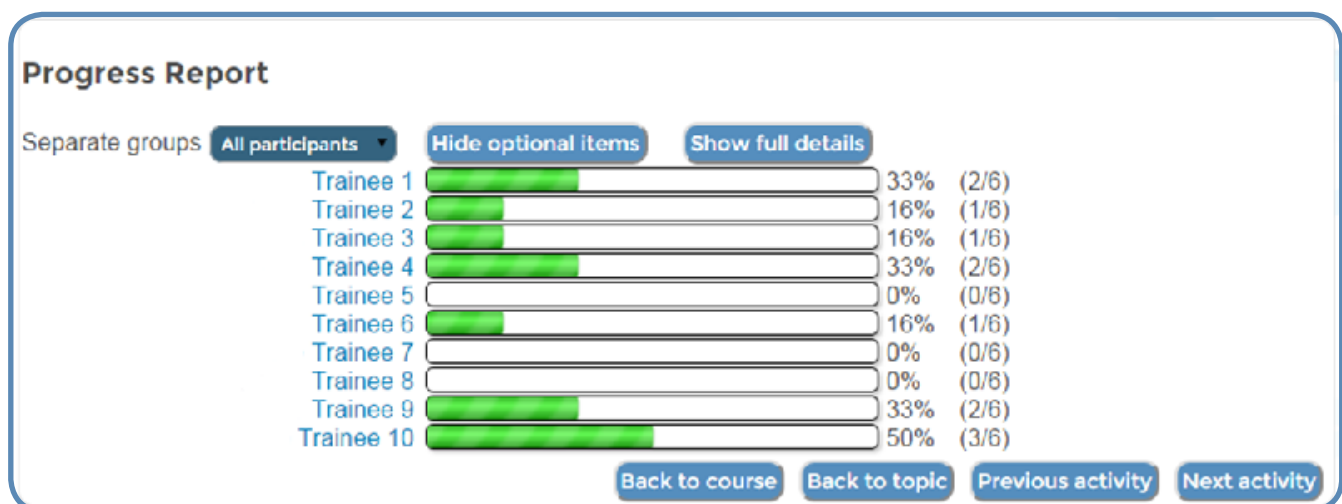
WHAT ARE THE BENEFITS OF PLUS? FOR TRAINING MANAGERS

When creating PLUS, we wanted to build a learning portal that would work well for the learners, and also meet the needs of the training and competency managers looking after those learners.

► CLIENT REPORTING: FROM ONE LEARNER TO 1000S

Our client reporting is built in as standard so whether you have one learner or many to look after, we can provide you with client access so that you can monitor the progress of each learner for the learning on PLUS.

Where you have a larger number of learners, we put the learners in groups that will work for you. For example, you might want people on the same shift, factory or rig in a group. You can then track the progress of each group and compare progress between groups.



► MANAGING QUALITY AND COMPLETION RATES

It is important to all of us that your learners complete the qualification and that they achieve the quality that is required by the Scottish Qualifications Authority.

Each learner is allocated a Polaris Learning consultant who supports learners throughout the learning and the practical qualification work. We give this support through, feedback within PLUS, e-mail, telephone and online webinars which they can join or if they prefer, they can watch these at a time that suits them.

Our consultant will check each learner's progress, and make sure they understand the key learning points, and is managing to apply this knowledge.

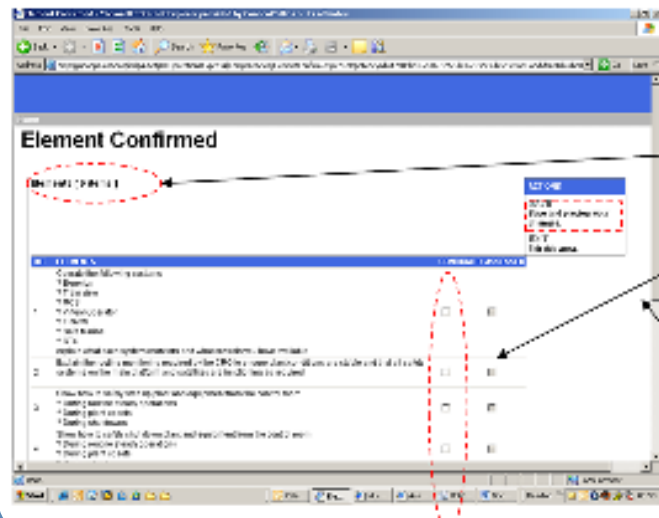
► BUILDING IN YOUR COMPANY PROCESSES AND PAPERWORK

For anyone completing the assessor qualification, it is really important that they are able to apply what they have learnt back in their workplace. The practical requirements of the qualification help with this knowledge transfer.

We can also build in your assessment paperwork and assessment process into the learning part of the qualification. This can be done in a number of ways from providing an overview of your system at the start of the qualification, referring your learners back to this throughout the learning or building your paperwork into the online examples.

We can also produce short videos introducing your key messages, what you need from your assessors and what they need to know.

Screen Illustration 11



Confirm Assessment Elements (b)

- The total number of elements is indicated here
- Click on these boxes to indicate they have been completed
- Remember to SAVE the updated form

► COST EFFECTIVE, HIGH QUALITY TRAINING

Our clients have repeatedly told us that the training delivered through PLUS with support from consultants is high quality. The learners understand their role as assessors and the practical elements of the qualification, once the online learning is complete it helps reinforce what the assessors need to do.

SQA L&D9D is a qualification that is valuable to your organisation and your employees. We want to make sure that the learners achieve their qualification and also leave understanding their role as assessors, equipped with the skills to be effective assessors.

FREQUENTLY ASKED QUESTIONS

HOW LONG WILL IT TAKE TO COMPLETE L&D9D ON PLUS?

It depends on how much availability and opportunity the learner has to complete the various topics and assessments. As a starting point we would allow access to PLUS for 3 to 6 months. Learners can complete in a shorter time if they have opportunity and their working schedules allow.

The time taken to complete each module depends on the learner's current knowledge and experience around the topic but we would normally allow between 1.5 to 3 hours per module, taking into account the supporting notes and exercises.

WHAT IS BLENDED LEARNING?

Blended learning is the combination of online learning through computer based training (cbt) and offline learning either with classroom based learning or learning through webinars. Both can complement each other based on client requirements.

WHAT SUPPORT IS AVAILABLE FROM POLARIS LEARNING THROUGH THIS QUALIFICATION?

Each learner is allocated a Polaris Learning consultant and during the duration of the learning there is ongoing support from Polaris Learning. This is a mix of email support, phone calls, webinars, conference calls, one to one meetings or group meetings.

Within PLUS, each learner has access to our technical guide and troubleshooting guide, which are located under the HELP TAB within the site. Each learner can also contact their assigned consultant directly or contact us via our support address, admin@polaris-learning.com.

WHAT IS THE DIFFERENCE BETWEEN SQA L&D9D AND SQA L&D9DI

For L&D9D you would work through a series of online interactive training modules and then start working on your L&D9D evidence. You need to assess the competence of at least two of your own candidates, for 2 assessments each, so 4 assessments in total.

As part of this, they have to demonstrate that they use observation of performance within their evidence.

They also have to complete a number of related reports and knowledge questions.

For L&D9DI the approach is very similar but the online training goes into more depth to illustrate and explore issues around different methods of assessment.

On completion of the online training, you need to assess the competence of at least 2 of your own candidates (2 assessments each, so 4 in total again)

For L&D9DI, you need to use 4 methods of assessment (observation, questioning and examination of products must be used, and then one other method from witness testimony, simulation, candidate report or recognised prior learning).

ENHANCING THE LEARNING EXPERIENCE, CHANGING BEHAVIOUR WITH PLUS, THE ONLINE AND BLENDED LEARNING PORTAL

For us as the training provider, PLUS gives us more tools to shift the knowledge, perceptions and in turn behaviour of the learners.

For the learner, PLUS puts them in control of their learning, its flexibility allows them to choose how to learn and gives them the opportunity to understand the message, process it, reflect, practise and then apply it back in the work place.

For you, managing your training or competency programme, you do not need your learners to absorb everything in their allocated days of classroom training, you can monitor their progress and build in your messages, and your assessment paperwork and processes.

You can be confident that you have chosen a solution that will suit all learning styles and a team at Polaris Learning that will work with each of your learners, reinforce your process and paperwork and coach each learner to achieve their qualifications.

And finally, your company will have assessors who know what they are doing, who understand what is required and are committed to achieving your company standards.

WE MUST NOT FORGET THAT...

This is a prestigious and sought after qualification. This in itself brings lots of benefits such as international recognition, opportunity for you to input a robust assessment process and creditability for your assessors, yourself, your organisation, and your clients and auditors.

However, with this comes a responsibility on our part to make sure you have assessors who know how to assess, what to assess and to what standard, as well as assessors who have met the requirements of the qualification. This does mean that there are no shortcuts!

We can discuss anything we have outlined in this brochure with you and help you work out what you have in place and what you need to put in place.

The next step is to then consider what will be the best way for you to achieve this qualification. We can support you with a number of options including online learning, training at your workplace (where there are a number of people to be trained with support online) or by online meetings.

Please turn overleaf if you would like to get in touch.



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