

**AUSTRALASIAN ROAD RESCUE ORGANISATION  
INCORPORATED**  
(In Victoria)

Association No. A0042189P



**ASSESSOR POLICY**

**Version 1/2008**

Last amended: 27 December 2007

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### 1. Introduction:

The objectives of road rescue challenges are to create an environment for rescue personnel to demonstrate their skill, practice and learn new techniques and exchange ideas and information with others across the industry. One critical element to facilitate this is the process of assessing teams in the challenges against recognised performance criteria and providing them with feedback so they can learn and improve the standard of service they provide 'on road' to our industry's true customers, the unfortunate people trapped in motor vehicles as a result of collisions.

Road rescue is provided in Australasia by in excess of 20 different providers, some using full time employees, others volunteers. Each has varied operating environments, standards of equipment, training and service delivery expectations. When rescue personnel from different agencies come together to participate in challenges it is essential to ensure that the feedback given to them by assessors is balanced and recognises the variations that can occur from one provider to another. To that end, the Australasian Road Rescue Organisation (ARRO) has adopted a philosophical position that all feedback should be based against what is an agreed 'best practice' standard of service delivery.

This policy has been developed to ensure the feedback delivered by assessors at challenges is as consistent as possible, irrespective of the agency from which either the assessor or the team being provided with feedback comes from. The policy details:

- The expected standard of qualification and experience required by assessors;
- The training process for members to become assessors;
- The process of progression through levels of assessor qualification; and
- The requirements to maintain assessor certification.

This policy is administered by the ARRO Technical Committee and is regularly reviewed and amended.

### 2. Assessing streams and structure:

ARRO has determined that at all challenges each team will be assessed in each class by 3 assessors, one looking at each of the following:

- Command;
- Technical; and
- Medical.

In addition the assessment streams include a chief assessor, and ARRO may appoint other assessment roles eg mentors. Assessment means the actual process of scoring and critiquing performance.

Although there are 3 streams of assessment, members who wish to become assessors in the command or technical stream are required to meet the same pre-requisite qualifications and experience, while those who wish to become assessors in the medical stream will be required to meet a separate set of criteria as listed below. Therefore for the purposes of assessor training and certification only two streams are recognised (command/technical and medical). Within the command/technical stream at each level assessors must first develop their skills as technical assessors before moving on to become command assessors.

In order to ensure the highest possible standard of assessment and feedback to teams at each level, ARRO has also determined that assessors cannot cross from one stream to the other without first

undertaking the necessary training and development in that stream as detailed below. That is, an individual may hold competencies in both the technical rescue and medical fields, however, having achieved say the 'World Assessor' level as a medical assessor does not automatically qualify this person to assess technical or command at the same level. Any assessor wishing to be considered for cross stream accreditation must first apply in writing to the ARRO Technical Committee for consideration of their qualifications.

### 3. Pre-requisite qualifications:

Individuals who wish to become ARRO assessors must meet the following criteria:

- Must be an individual financial member of ARRO.
- Must have a minimum of 5 years experience in road rescue. This must be as a member of a recognised road rescue, pre-hospital care or medical provider in Australasia.
- To be considered in the technical/command stream, must hold the unit of competency PUASAR002A 'Undertake Road Accident Rescue' from the Australian Public Safety Training Package (APSTP) or equivalent as determined by the ARRO Technical Committee.
- To be considered in the medical stream, must hold the units of competency HLTF301B 'Apply First Aid' and HLTF404A 'Apply advanced resuscitation techniques' from the HLT or equivalent. That is competent in the following:
  - Primary survey
  - CPR
  - Haemorrhage control
  - Fracture management
  - Spinal immobilisation
  - Oxygen therapy
- Must provide evidence to ARRO of competency maintenance of the above skill bi-annually.
- Must hold a Certificate IV (Workplace Assessor/Trainer) qualification or equivalent.
- Must adhere to the ARRO Code of Conduct and SOP's as issued from time to time by ARRO.

Assessors and potential assessors who believe they have undertaken equivalent training are invited to submit details of the content of the courses they have completed for consideration/assessment by technical committee for equivalent recognition.

### 4. Maintaining current competency:

If any of the following occurs for two (2) consecutive years the member must re "Shadow Assess" at a level determined by the Technical Committee:-

- Membership Lapses
- Retire or depart from an active road rescue, technical or medical service delivery role
- Does not assess in any of the assessing streams mentioned above in Section 2 at any level

Certification will be at the level immediately below their past certification

It is the individuals own responsibility to submit all their assessing details and that their personal information is current with ARRO.

### 5. Assessors and team membership:

ARRO recognises that one of the best sources of assessors is from people who have been members of teams that have participated in challenges. With this in mind, ARRO encourages anyone who has been a member of a team or managed or coached a team to become an assessor. ARRO

stipulates that an assessor cannot be a member, coach or manager for the duration of the challenge where that team is participating in the same challenge the individual is assessing. Assessors are expected to adhere to the Code of Conduct for the Event Management Team and ensure that their interaction with all teams does not create any unfair advantage, disadvantage or perception of same.

### 6. Assessor retirement:

ARRO recognises the contribution of experienced, but no longer practicing assessors (i.e. those who have retired). In order to ensure the experience of such people is not lost to the industry, assessor certification will remain current for 2 years post. In addition, those who are still actively involved in some other element of service delivery (e.g. become a volunteer with one of their local services, but not directly involved at the fore front of service delivery or training) will be entitled to continue to assess in their recognised stream only for a further 2 years. From this point they will be recognised as a retired assessor and not have a direct assessing role, but can continue to assist with other functions at the challenges.

### 7. Assessor levels:

ARRO recognises that challenges are generally conducted at four distinct levels and assessors must commence at the lowest level and develop their skills at each level before progressing to the next level.

The ARRO Technical Committee will manage the process of certification of an individual to progress through the levels.

- **Regional Assessor.** This is the lowest level and entitles a person to assess within a region of his or her own agency.
- **State/Agency Assessor.** This level entitles a person to assess at the peak level challenge within their agency, be that state, or in the case of national agency members such as the New Zealand Fire Service, national level. Those agencies that do not have sufficient interest to conduct regional events first may apply to ARRO to appoint people directly to this level, but they would not be able to move from this level to the next (Australasian) until such time as they have acquired a similar amount of experience as a colleague in an agency that does conduct regional challenges. This assessor level is also required for conducting multi agency challenges where several agencies from the same area select their representatives to attend the Australasian challenge (For example the South Australian State Challenge at which a number of teams from both CFS and SES attend and the best from each agency progresses on to the Australasian).
- **Australasian Assessor.** This level entitles the person to assess at the peak multi agency challenge in Australasia. Of particular note, is the need for assessors who reach this level to be aware of the sensitivities of cross agency issues and policies and how to manage them within the debrief session.
- **World Assessor.** This is the highest level of certification. Assessors at this level will have significant experience in assessing teams from many different agencies and be acutely aware of what defines best practice as well as varying agency policies and protocols at an international level.

### 8. Assessor training and development:

Trainee assessors will undergo theory training and 'shadow' experienced assessors, since much of the learning of the process of assessment comes from shadowing already certified assessors.

To assist in the development of assessors, ARRO will conduct regular training workshops. Trainee assessors must attend one of these before undertaking any practical assessment work. Assessor workshops will be conducted by an experienced ARRO assessor to a strict curriculum established by the ARRO Technical Committee.

Each trainee is required to shadow a registered assessor at a challenge for a minimum of (4) scenarios. This challenge must be recognised by ARRO. For medical shadow assessors the requirement will be 4 medical shadows. For technical/command assessors the requirements will be 2 technical and 2 command shadows.

In order to ensure minimum impact on teams and limit overcrowding in the challenge pits, ARRO strictly limits the trainee assessors to one per pit per scenario. The total number of trainee assessors that can be accommodated will depend on the number of teams participating in the challenge and its timetable. Based on 8 teams per class per day, a maximum of 4 trainees per day can be accommodated and still gain the minimum experience necessary.

To progress through the assessor ranks a trainee is required to complete shadow assessing at each level and then assess at least two challenges at that level before being considered for progression to the next level. Trainees that come from agencies that do not have sufficient interest to conduct regional events first may apply to ARRO to be appointed directly to agency level, but they would not be able to move from this level to the next (Australasian) until such time as they have acquired a similar amount of experience as a colleague in an agency that does conduct regional challenges. Trainees that come from an agency or jurisdiction that does not conduct agency challenges will need to contact ARRO to explore options for developing their assessor skills in other parts of Australasia (i.e. attend a challenge in another state). Progression through the assessor levels is detailed in figure 1 below.

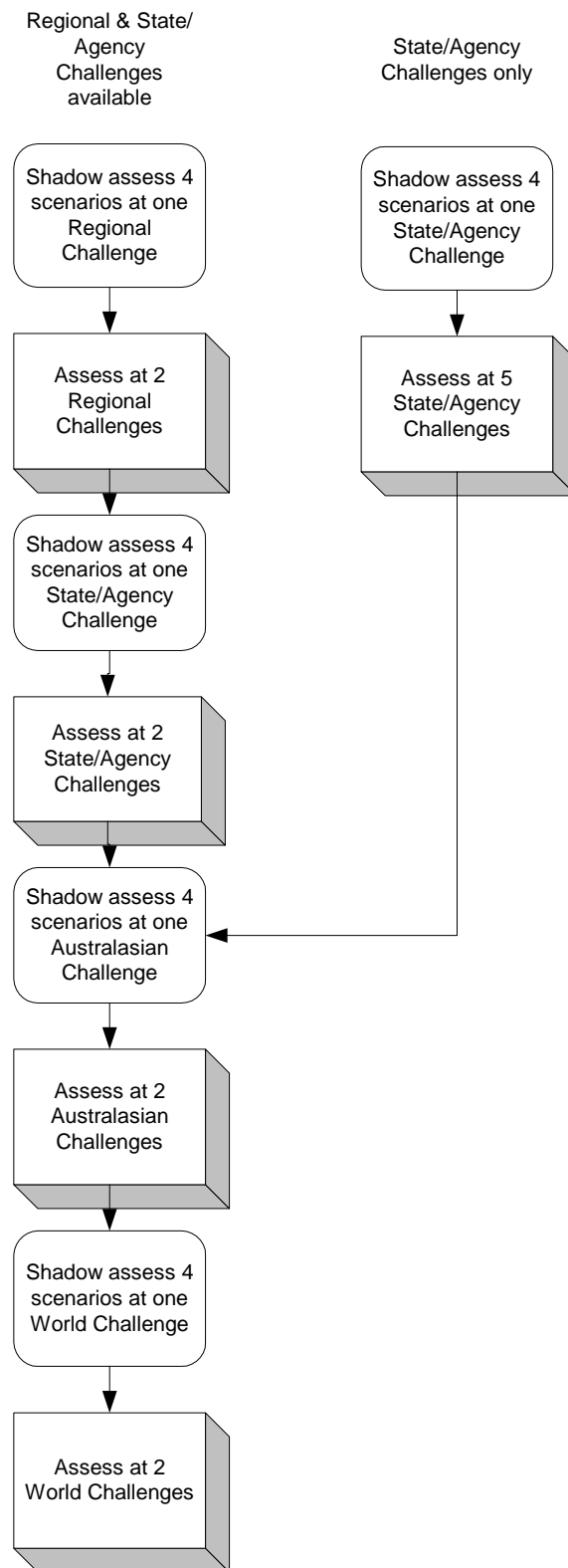


Figure 1 - Progression through levels of Assessor qualification

Although this may seem an arduous process that could take someone many years to become a world assessor, it will ensure that those people are of the highest calibre when assessing the best teams from around the world.

Trainees will, after completing the required number of shadow assessments, forward all necessary official paperwork to ARRO for consideration as a registered assessor at the level for which they are applying. Applications for registration of a new assessor or advancement of an assessor to the next level will be considered by the ARRO Technical Committee at its next scheduled meeting (approximately 3 per year) and must be submitted on the correct form, attached to this policy.

Newly qualified technical/command assessors must assess technical at the first challenge at each level before being considered for assessing command at that level.

To assist in this development process ARRO will appoint, subject to available personnel, an Assessor Mentor to each pit at a challenge being conducted by ARRO. The role of the Assessor Mentor is two fold.

1. To foster and develop trainee assessors at that level.
2. To observe the certified assessors operating at the challenge and provide them with objective feedback about the style and performance when giving feedback to the teams. This has been found to serve as an excellent quality control and personal development process for all concerned.

### **9. Selection of assessors and other Challenge Management Team roles:**

ARRO is responsible for selecting the assessors and other members of the Challenge Management Team for all Australasian challenges. In addition, ARRO occasionally receives requests to provide personnel to assist with challenges at other levels. In all cases, ARRO will make contact with eligible members to canvas their availability to attend the particular challenge. ARRO will then select from the pool of available respondents who meet the criteria of the challenge organisers. For example in the case of the World Rescue Challenge, the WRO will request ARRO provide a number of world assessors. ARRO will contact all assessors at this level and then select from those who indicate they are available. From time to time ARRO also receives requests to provide assessors for national and sometimes international challenges being conducted outside ARRO's area of interest.

The ARRO Technical Committee selects members of the Challenge Management Team for the Australasian challenge, including assessors, each year. This is based on both the indicated availability of personnel, as well as the records kept in ARRO's assessor database.

It is the responsibility of each assessor to provide up dates to the database in accordance with this policy.

## **10. Assessor Standards:**

ARRO assessors, as well as other CMT members represent the example by which the performance of ARRO as a peak body will be measured. In particular, all members of the CMT of an ARRO organised challenge will adhere to the following requirements:

- **Dress.** All ARRO Challenge Management Team (CMT) members will wear ARRO coveralls, ARRO helmet if they are available at the challenge and other appropriate PPE to the function they are performing at all times. If ARRO CMT members need to wear a wet weather jacket over their ARRO coveralls, during challenge activities, only the ARRO approved jacket with 'ARRO' on the back is to be worn. This will ensure ARRO's corporate image is always maintained. All items of PPE will be correctly fitted and used when in public view. In particular, ARRO CMT members must recognise they are on display in front of their peers in the industry, teams and senior executives from many emergency services and other agencies, the media and the general public. ARRO must be seen to 'practice what is preached'.
- **Behaviour.** All ARRO assessors and CMT members will ensure they do not bring ARRO into disrepute by their behaviour during the conduct of a challenge or after hours during social functions at any challenges they attend. They will also abide by all rules and by-laws issued by ARRO from time to time.
- **Administrative reporting.** All ARRO CMT members will report, by whatever means (electronic or paper), their involvement in all challenges so that the ARRO assessor records database can be maintained as accurately as possible.
- **Shadow assessors.** Anyone wishing to become an assessor or advance to the next level will need to complete the relevant application. This will be available from the ARRO web site. Newly qualified assessors will be expected to purchase ARRO coveralls if they wish to be part of the CMT at an ARRO organised challenge.

## **11. Assessor role statements:**

ARRO has developed role statements for all key members of the Challenge Management Team (CMT). Below are the role statements for assessor members of the CMT.

<b>Position title</b>	<b>CHIEF ASSESSOR</b>
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Attend and take a lead role in the Assessor’s Briefing/Workshop.</li> <li>• Attend the Team’s Briefing and provide overview advice to teams about the expectations of the Assessors and how they will conduct their assessments.</li> <li>• Manage the team equipment inspections.</li> <li>• Oversee the staging of all scenarios during the challenge.</li> <li>• Liaise with Scenario Manager to ensure equity across the scenarios offered during the challenge.</li> <li>• Collect and review Assessor’s score sheets.</li> <li>• Receive any complaints or disputes from participating teams and determine the outcome in accordance with Challenge rules.</li> <li>• Overview the debriefs conducted by the Assessor panels.</li> <li>• Provide feedback to Assessors on quality of assessing standards.</li> <li>• At the closing ceremony, provide a short overview of the standard of teams and any highlights, and explain which team won the Innovation Award and what their innovation was.</li> <li>• Complete and submit the Chief Assessor Report.</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Timetable</li> <li>• Rules</li> <li>• Communications</li> <li>• Score keeper and computer/printer</li> </ul>

<b>Position title</b>	<b>ASSESSOR PANEL LEADER (Command Assessor)</b>
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Attend and participate in the Assessor’s Briefing/Workshop.</li> <li>• Attend the Team’s Briefing and provide support to Chief Assessor (if required) with overview and advice to teams about the expectations of the Assessors and how they will conduct their assessments.</li> <li>• Liaise with Scenario Manager to approve final scenario set-up offered during the challenge.</li> <li>• Call and start time when team first enters pit.</li> <li>• Overview general team member and casualty safety by vigilance.</li> <li>• Liaise with Safety Officer during scenario if required for freeze calls.</li> <li>• Call and end time when allotted time is completed.</li> <li>• Lead debrief/s conducted by the Assessor panels.</li> <li>• Provide positive / learning / positive debrief points to team members.</li> <li>• Coordinate any innovation nominations from Panel to Chief Assessor.</li> <li>• Ensure at all times ARRO Assessor Code of Conduct is adhered to.</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Timetable</li> <li>• Rules</li> <li>• Assessor Guidelines</li> <li>• Scoresheets</li> <li>• Clipboard</li> <li>• Stopwatch</li> </ul>

<b>Position title</b>	<b>ASSESSOR (Technical or Medical)</b>
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Attend and participate in the Assessor’s Briefing/Workshop.</li> <li>• Attend the Team’s Briefing and provide support to Chief Assessor (if required) with overview and advice to teams about the expectations of the Assessors and how they will conduct their assessments.</li> <li>• Overview general team member and casualty safety by vigilance.</li> <li>• Conduct debrief/s to team members.</li> <li>• Provide positive / learning / positive debrief points to team members.</li> <li>• Ensure at all times ARRO Assessor Code of Conduct is adhered to.</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Timetable</li> <li>• Rules</li> <li>• Assessor Guidelines</li> <li>• Scoresheets</li> <li>• Clipboard</li> </ul>

<b>Position title</b>	<b>ASSESSOR MENTOR</b>
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Assist in the conduct of the Assessor’s workshop.</li> <li>• Observe and provide feedback on Assessor panel performance.</li> <li>• Provide guidance and direction to Assessors and Shadow Assessors to assist in their development.</li> <li>• Oversee quality of Assessor activities.</li> <li>• Assist Chief Assessor as required.</li> <li>• Develop/coach shadow assessors</li> <li>• Mentor assessors -             <ul style="list-style-type: none"> <li>Moderate language in debrief (words = scores words = “best practice” not personal opinion)</li> <li>Coach on assessment focus</li> </ul> </li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• Timetable</li> <li>• Rules</li> <li>• Communications</li> </ul>

**12. Chief Assessor’s Challenge Report:**

All Chief Assessors of ARRO approved challenges are required to complete the attached report within 14 days of the end of the challenge and forward it to the ARRO Assessor Coordinator. Failure to do so will mean that no CMT activities will be recognised by the ARRO Technical Committee. That is, individual members registering their CMT role with ARRO will not be recognised unless verified by the Chief Assessor’s Report.



# Australasian Road Rescue Organisation Inc

<http://www.arro.org.au>

PO Box 831, Toowoomba Qld 4350

Telephone: (07) 4616 1562 Facsimile: (07) 4616 1593

Email: [arro@arro.org.au](mailto:arro@arro.org.au)

## CHIEF ASSESSOR'S REPORT

*Please complete this form electronically or in block letters.*

### Challenge Details:

Dates		Location	
Host agency			
Classes offered	Limited <input type="checkbox"/>	Unlimited <input type="checkbox"/>	Rapid <input type="checkbox"/>
List ARRO members only who undertook Challenge Management Team Roles:			
Assessors:		Event Coordinator	
Limited Command		Assessor Mentor(s)	
Limited Technical		Scenario Manager(s)	
Limited Medical		Pit Managers:	
Unlimited Command		Limited	
Unlimited Technical		Unlimited	
Unlimited Medical		Rapid	
Rapid Command		Casualty Manager	
Rapid Technical		Workshop Coord(s)	
Rapid Medical		Safety Officer	
Teams that participated and finishing places in each class and overall: <i>e.g. Way outback SES Team 1 – 3<sup>rd</sup> rapid, best medic, 2<sup>nd</sup> overall.</i>			
Innovation Award (if given): <i>Name of team, description of innovation, contact at team for follow up.</i>			



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## CHIEF ASSESSOR'S REPORT

Across all teams key learning points, opportunities for improvement:

Shadow assessors at this challenge:

*Please indicate if their assessment was consistent with that of the assessors in the challenge.*

Any other comments about this challenge:

Name:

Signature:

Date:

Phone contact:



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## SHADOW ASSESSOR'S APPLICATION

REGIONAL  STATE/AGENCY  AUSTRALASIAN  WORLD

Given Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Full Address: \_\_\_\_\_

Suburb / Town: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Country: \_\_\_\_\_ ARRO Membership Number: \_\_\_\_\_

### **SUPERVISING ASSESSOR'S DECLARATION:**

**The applicant has shadow assessed under my direction at the Challenge described below. I confirm that the applicant completed the number of shadow assessments indicated and performed in a manner consistent with the criteria, rules, guidelines and policies set by the Australasian Road Rescue Organisation (ARRO) for Assessors.**

Challenge held at \_\_\_\_\_ Level of Challenge: \_\_\_\_\_  
Regional/Agency/Australasian/World

Date of Challenge: \_\_\_/\_\_\_/\_\_\_ Number of Shadow Assessments completed: \_\_\_\_\_

Supervising Assessor's Name: \_\_\_\_\_ ARRO Membership Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Approved:

Not Approved:

Reason(s) If Not Approved: \_\_\_\_\_

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**ASSESSOR COORDINATOR ONLY:**

<b>Membership Current Until</b>	<b>Assessor Workshop Completed</b>	<b>Existing Level of Certification</b>	<b>Date Achieved</b>	<b>Application Approved</b>
/ /	/ /	None/Regional/Agency/Australasian		

This form, together with the assessment sheets of the applicant and copies of those of the supervising Assessor for the same scenarios are to be forwarded to the ARRO Technical Sub Committee for ratification.

**APPLICATION:**

Having satisfactorily completed the above requirements, I hereby apply to the ARRO Technical Sub Committee to become an Assessor of the level indicated above. I agree to abide by the guidelines and policies issued by ARRO in relation to assessor activities.

Applicant's Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

**TECHNICAL COMMITTEE**

Approved:

Not Approved:

Reason(s) If Not Approved: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Assessor/Mentor  
On behalf of the Technical Committee

