

Regulatory Competencies

Process Competency: Examinations

Description: The ability to develop and manage an examination process for personnel licensing purposes.

*Note: Elements are shown in italics.
Knowledge (K), Skills (S), Behaviour (B)*

Operational	Supervisory
<p><i>Understanding</i></p> <p>Demonstrates understanding and application of all relevant technical procedures and related documentation (including appropriate QMS). (K)</p> <p>Demonstrates understanding of examination processes and methodologies and develops appropriate procedures for development, maintenance and organisation of examinations. (K)</p> <p><i>Setting Examinations</i></p> <p>Is able to assemble or set appropriate written licence papers (where required by process and procedures) covering all significant subjects. (S)</p> <p>Where oral examinations are conducted - uses appropriate questions, based on the syllabus, and demonstrates observation skills when assessing the individual. (S)</p> <p><i>Assessment and Reporting</i></p> <p>Applies procedures to assess and report on examinees and determine their knowledge levels. (B)</p> <p><i>Appeals</i></p> <p>Is aware of appeals procedures and can provide input to the process as required. (K)</p>	<p><i>Understanding</i></p> <p>Can demonstrate understanding of relevant legislation, processes and procedures. (K)</p> <p><i>Guidance</i></p> <p>Provides practical advice to staff concerning the development and operation of the examination process and can support staff through assessment of examination candidates as required. (S) (B)</p> <p><i>Appeals</i></p> <p>Demonstrates sound understanding of the appeals process; the roles of staff and the manager in the process; and can take appropriate actions to establish and manage the appeals process as required. (K) (B) (S)</p>

<i>Persons to whom this is likely to apply:</i> Operational staff members	<i>Persons to whom this is likely to apply:</i> Those supervising staff
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