

Assessor Code of Practice Frequently Asked Questions

Q. How will The Institute enforce the Code?

A. Compliance monitoring takes place on an annual basis. The Institute takes a supportive rather than regulatory approach. Monitoring takes the form of a survey which is sent out to a random sample of Assessors which will ask you whether you are complying with the different requirements of the Code. If you are experiencing difficulties then we will contact you to arrange a mutually convenient time to discuss so that we can provide you with the advice and support you need to get to compliance. If at any point The Institute is made aware of evidence indicating a breach of this Code, contact will be made with the Assessor concerned in order that a supportive discussion can be arranged.

Q. When and how will I be required to sign up to the Assessor Code?

A. When you complete your Assessor training you will be given a declaration to sign. This will be sent to The Institute and filed centrally.

Q. Is it mandatory or optional to achieve full Assessor accreditation?

A. Full accreditation is voluntary. However The Institute strongly encourages all Assessors to work towards full accreditation as it is the only way you will be able to assess combined qualifications.

Q. I want to work towards achieving full Assessor accreditation however I cannot source a combined qualification practitioner for the mock assessment. What should I do?

A. You should contact your Institute support tutor, by sending an email to S&QTeam@icsmail.co.uk. Support and guidance will then be provided in sourcing a combined qualification mock assessment or providing a case study you can use.

Q. What will be the impact if I have not undertaken the requisite CPD hours in any one year?

A. If for any reason you are unable to undertake the recommended number of CPD hours in any one year you should make The Institute aware of this by contacting S&QTeam@icsmail.co.uk setting out the reasons why you have been unable to complete the recommended number of hours. We will review your reasons and provide advice and guidance. Assessor CPD is monitored on an annual basis via compliance monitoring detailed above so it is important that you keep a record of your CPD and notify us immediately if you are unable to complete the required number of hours.

Q. What if I am unable to undertake 8 assessments every 2 years?

A. The Institute strongly recommends that you undertake 8 assessments every 2 years although this needn't be evenly spread (e.g. you can undertake 2 in 1 year and 6 in the following year). If however there is no opportunity for you to undertake 8 assessments in any 2 year period you should aim to undertake as many as possible, in order to keep your assessment skills up to date. If you are unable to complete assessments please contact S&QTeam@icsmail.co.uk and we will give you advice on how to comply (e.g. helping you to formulate a plan to undertake external assessments).

Q. When does the 2 year period start?

A. Your 2 year period starts from either the date you were approved to assess single qualifications, or the date you were accredited to assess combined qualifications, whichever is the later.

Q. When and how often will I be quality assured?

A. You will normally be contacted every two years following the date of your approval to assess single qualifications or your accreditation date. However The Institute reserves the right to contact you at any time for a quality assurance discussion. The quality assurance discussion is a supportive function which includes a review of some assessments you have undertaken in the previous two years together with a discussion around how you are meeting the requirements of the Code. There is also an opportunity for you to clarify any aspect of assessing with the Standards Team.

Q. If I change employer can I continue in my role as Assessor?

A. The Assessor accreditation award is linked to your organisation therefore if you leave your organisation you can no longer continue to assess Institute qualifications. If you are subsequently employed by another Institute member organisation you can continue in your role as Assessor. In other cases you will no longer be able to assess however you will be eligible, if you are accredited, to become a Specialist member of The Institute. Specialist membership gives you access to The Institute's online resources and allows you to use the post nominals SMICS (Specialist Member of The Institute of Customer Service). To become an individual member contact membership@icsmail.co.uk.