



**Education and Registration Standards Committee  
12 March 2015  
Registration Assessor appraisal and training**

<b>Classification</b>	Public
<b>Purpose</b>	For noting
<b>Issue</b>	An update about the appraisal and training of the registration assessors.
<b>Recommendation</b>	To note registration assessor and reviewer appraisal and training.
<b>Financial and resourcing implications</b>	The cost of appraisals and training are incorporated into our registration budgets for 2014-15 and 2015-16.
<b>Equality and diversity implications</b>	None
<b>Communications implications</b>	None
<b>Annex</b>	Appraisal process guidance and documentation
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## Background

1. Our 2014-15 Business Plan, states that we will 'undertake GOsC registration assessors' and return to practice reviewers appraisal and training to ensure that they are maintaining the skills required to assess whether registration applicants meet our minimum standards to ensure patient safety.'
2. A detailed background to our registration assessment and return to practice process was considered by the Education and Registration Standards Committee at its meeting in October 2014.
3. Our registration assessor and reviewer pools now comprise 21 assessors and reviewers undertaking the following roles:
  - a. Non-UK Qualification Assessor – the role is to assess international osteopathy qualifications against UK osteopathy qualifications.
  - b. Further Evidence of Practice Assessor – the role is to assess written evidence of practice submitted by internationally qualified osteopaths as part of their application for registration.
  - c. Assessment of Clinical Performance Assessor – the role is to assess the management of two new patients in a clinical setting by an applicant with an international qualification in osteopathy, for registration as part of the process of demonstrating the *Osteopathic Practice Standards*. This assessment can also be used for a UK-registered osteopath who has been asked to complete the assessment by a fitness to practise panel.
  - d. Return to Practice Reviewer – the role is to discuss CPD and practice and provide advice and guidance about CPD to applicants or non-practising osteopaths who have been out of UK practice for 2 years or more.
4. A developmental appraisal system was developed and piloted during 2013 with our original pool of 10 assessors and reviewers. The process was not designed to be a performance review, but more, was designed to support the assessor to reflect about their own performance informed by feedback that they have sought from colleagues, and to explore appropriate CPD.
5. On 19 September 2013, the Committee received an update about the appraisal process which was to take place in November 2013. In February 2014, the Committee received a paper outlining how the process had worked. Feedback from those appraisals included evidence that assessors were clear about the importance of their roles in terms of maintaining the integrity of the Register. It also provided an opportunity for assessors to provide feedback about the assessment processes and how they could be improved. We concluded that we would roll out the developmental appraisal process for all assessors and reviewers during 2014-15.

6. In November 2013, we also undertook training for the (then) pool of 23 registration assessors and reviewers. The desired outcomes for the training were:
  - Assessors and reviewers will have a clear understanding of the assessment process involved.
  - Assessors and reviewers will have a clear understanding of the assessment criteria involved.
  - Assessors and reviewers will have a clear understanding of the reporting process and how to give feedback, plus what happens after the assessment.
  - Assessors and reviewers will have opportunity to practice processes in simulated setting using case materials.
  - For Assessment of Clinical Performance assessors – a simulated role play and/or shadowing should be employed.
  - All assessors and reviewers to be able to demonstrate awareness of the requirements of the Equality Act 2010 and ability to implement specific implications in relation to the assessment processes.
7. These outcomes were delivered through four half day sessions with a focus on delivering materials, but also facilitated interactive sessions involving case materials and role play.
8. The training was well received although feedback from the assessors and reviewers included further opportunities to discuss more 'worked' examples of the documentation with more regular opportunities to reflect on the process with colleagues and to discuss how to improve mentoring, interviewing and other key techniques through networking.
9. This paper provides an update about the progress of appraisals and training as key mechanisms for supporting our assessors and reviewers to maintain the integrity of the Register.

## **Discussion**

### *Appraisals*

10. The guidance and documentation for the current appraisal process is attached at the Annex and was slightly updated from that used in the year before to make the documentation simpler to use. The appraisal discussion is very much intended to serve as a mirror for the assessor or reviewer to reflect on their role as an assessor within the assessment processes. Appraisers were asked to support the assessors and reviewers to think consider 'how can I perform even better in this role within the process that we currently have?'

11. Appraisals have been progressing well during early 2015 with a range of appraisers: Professor Colin Coulson-Thomas, Dr Jane Fox, Professor Bernardette Griffin and Mr John Chaffey.
12. The last appraisal is due to take place in March 2015 and so we do not yet have all the appraisals in order to make a full report. At the conclusion of the appraisal process, we intend to evaluate it asking all the assessors to let us have their feedback about the process so that we can finalise the substantive appraisal system moving forward. However, we have outlined some emerging feedback below.
13. Emerging feedback shows that most assessors sought feedback from colleagues about their performance as an assessor or reviewer. Some did not find this a helpful process feeling that by its nature, feedback would likely be selective and unreliable. However, others valued the opportunity to seek and receive feedback from colleagues because it provided useful insights about how they were perceived as working with others, which enhanced confidence or about interpersonal and communication skills.
14. CPD for the assessor or reviewer role is being planned and undertaken by most assessors. Such CPD may include:
  - Review of the *Osteopathic Practice Standards*, assessor guidelines and the QAA Benchmark Statement.
  - Discussions with colleagues and networking.
  - Log of lessons learned and review.
  - Structured reflection – particularly around verbal and non-verbal communication as well as other areas.
  - Specific assessor and moderator training offered by osteopathic educational institutions.
  - Feedback from others and reflection.
  - GOsC training.
15. Assessors had feedback about the training session. The assessors and reviewers very much valued the opportunity to discuss borderline, fail and pass cases with colleagues and valued the interactive nature of the training and the opportunities to learn from colleagues.
16. For future training, assessors and reviewers would appreciate the opportunity to have specific learning around appeals against registration decisions and about giving constructive feedback. Assessors and reviewers would also like to have more opportunities to network and learn from peers and to inform the registration assessment processes.

17. Assessors also had feedback about the assessment processes themselves. The processes were generally felt to be 'objective', 'authentic', 'robust and 'efficient'. The wider diversity of assessors and reviewers following the recruitment exercise was felt to be valuable. However, assessments of borderline candidates were felt to be difficult, taking a long time to review and triangulate evidence from different sources to inform correct decisions – particularly in the case of the further evidence of practice questionnaire and also the ACP. Further evidence of practice questionnaires were felt to be particularly time consuming. Some assessors felt that the documentation could be clarified further and there were also comments on the process itself. Further guidance about when and how to intervene in an assessment if patient safety was felt to be potentially at risk during an assessment would also be beneficial for assessors.

### *Training*

18. Item 11A shows that the assessment process is being reviewed this year to ensure compliance with the revised European Directive by the implementation date of January 2016. This means that training about the new process will take place before January 2016 in order to ensure compliance.

19. We are, therefore, in the process of designing an earlier training session in Spring, which is more targeted and draws on the feedback of the assessors and is designed around the following themes:

- Peer learning – facilitating peer learning to enhance understanding of appeals and borderline cases in each of the assessment processes.
- CPD – exploring the new CPD proposals with assessors to seek their views and take into account their experience as well as inform them so that they can continue to provide appropriate support to applicants and osteopaths.
- Listening and communication - facilitating a session seeking feedback about how best we can support communication between assessors and between assessments, the assessment process and ways of enhancing it.

20. We are in the early stages of designing the training session, but it is our intention to facilitate it ourselves and primarily to support the assessors to learn from each other.

### *Next steps*

<b>Date</b>	<b>Activity</b>
March 2015	Complete appraisal administration and feedback analysis
March 2015	Complete training programme learning outcomes and

	design programme delivery
April 2015	Complete evaluation of appraisal with assessors
April 2015	Hold training event
May/June 2015	Evaluate training event
Winter 2015/2016	Hold structured training event focussing on new processes following implementation of the revised European Directive

**Recommendation:** to note registration assessor and reviewer appraisal and training.

### **Guidance on appraisal for registration assessors and return to practice reviewers: review year 2013-14**

#### **Introduction**

1. The registration assessors and return to practice reviewers are key individuals who contribute to the quality and integrity of decisions by the Registrar involving applicants for registration and for individuals intending to return to practise.
2. These guidance notes are intended to provide information about the purpose of the appraisal process and the practical arrangements for appraisers and appraisees.
3. This is the second year of the pilot appraisal process for assessors and reviewers which builds on feedback received last year. The pilot will continue and will be subject to review and refinement ahead of the appraisals next year.

#### **Purpose**

4. The purpose of the appraisal is to give assessors and reviewers the opportunity to reflect on their role in the registration assessment and / or review processes and to discuss:
  - a. What has worked well
  - b. What has worked not so well
  - c. Any feedback that has been sought about performance
  - d. CPD undertaken to stay up to date
  - e. CPD planned for the next year
  - f. Feedback to inform upcoming annual training provided by GOsC
  - g. Any other actions.

#### **Role of the appraisee**

5. It is the responsibility of the appraisee (i.e. the registration assessor or reviewer) to prepare for the appraisal. Preparation should include:
  - Undertaking a structured reflection of assessments and/or reviews undertaken.
  - Obtaining third-party feedback on their performance (e.g. from other assessors or moderators, or from GOsC).
  - Consideration of CPD (including training) which will continue to support performance in this role.
6. If appraisees would like to talk about how to prepare for their appraisal they can seek help from the following:

- Amanda Chadwick, Human Resources Manager, GOsC, [achadwick@osteopathy.org.uk](mailto:achadwick@osteopathy.org.uk) (working days Wednesday and Thursday) or 020 7357 6655
- Kit Holmes, Professional Standards Manager, GOsC, [kholmes@osteopathy.org.uk](mailto:kholmes@osteopathy.org.uk) or 020 7357 6655
- Another colleague involved in appraisals elsewhere, for example, colleagues at osteopathic educational institutions.

7. Appraisees are also responsible for:

- writing up the appraisal conversation in the review form attached at Annex A after the appraisal has taken place
- sending this to the Head of Professional Standards ([fbrowne@osteopathy.org.uk](mailto:fbrowne@osteopathy.org.uk))
- agreeing a final document
- submitting a claim form to GOsC for half a day fee once the documentation has been agreed.

### **Role of the appraiser**

8. The appraisers will be Professor Colin Coulson-Thomas, Chair of the Education and Registration Standards Committee, Dr Jane Fox, lay member of the Education and Registration Standards Committee, Professor Bernadette Griffin, lay member of the Education and Registration Standards Committee and Mr John Chaffey, osteopath and member of the Education and Registration Standards Committee. Biographies will be forwarded shortly.
9. The role of the appraiser will be to facilitate a reflective conversation to support the outcomes in paragraph 4 above and to agree and sign the final appraisal form and return it to the Head of Professional Standards ([fbrowne@osteopathy.org.uk](mailto:fbrowne@osteopathy.org.uk)).

### **Confidentiality**

10. The appraisal, including all finalised paperwork, will be confidential between the appraiser, the appraisee, the GOsC Head of Professional Standards and the GOsC Human Resources (HR) Manager.
11. The information from the appraisal will be used solely for the following purposes:
- a. Appraisal of performance of individual members and of the organisation as a whole.
  - b. Training and development: where a training/development need is identified, the appraiser will notify the Head of Professional Standards in order that appropriate training/development is fed into the training plans.



- c. Feedback and review of the appraisal process.
  - d. Monitoring the fair, equitable and appropriate application and administration of the scheme.
12. All finalised appraisal documentation will be held by the HR Manager. All draft documentation (electronic and paper) should be kept by each party securely and destroyed once the final paperwork is completed and sent to the HR Manager for secure storage.
13. The final appraisal documentation will be accessible to the HR Manager and the appraiser who will have access to records relating to those individuals appraised by them. All appraisees will have access to their individual records.

### What should I do next?

Date	Action
Now - (December 2014)	Schedule your telephone appraisal with an appraiser by responding to the invitation sent by Monika Obara at <a href="mailto:psadmin@osteopathy.org.uk">psadmin@osteopathy.org.uk</a> .  We expect that appraisal telephone calls should take 30 to 45 minutes.
Now (December 2014) to 3 days before appraisal date	Prepare for your appraisal undertaking the suggested activities in paragraph 5 above and make notes on your review form at Annex A. (Note: Section 6 will be completed after the appraisal)
3 days before your appraisal date	Ensure that you have provided your telephone details to GOsC.  Ensure that you have allocated a quiet space where you will not be disturbed to receive a telephone call from the appraiser.
Appraisal date and time	Ensure that you are able to receive the telephone call from the appraiser at the appointed time.
Within 2 weeks following the appraisal date	Send a copy of your finalised appraisal form to the Head of Professional Standards, Fiona Browne at <a href="mailto:fbrowne@osteopathy.org.uk">fbrowne@osteopathy.org.uk</a>

## Annex to 11C

<b>Date</b>	<b>Action</b>
Within 4 weeks following the appraisal date	Receive a copy of your finalised appraisal form signed by the appraiser.
Following receipt of finalised appraisal form signed by appraiser	Submit claim form for appraisal to GOsC.

**Appraisal form for registration assessors and return to practise reviewers**

Your name	
Role(s) undertaken: (please delete as appropriate)	<i>Registration Assessor (Qualifications) / Registration Assessor (further evidence of practice )/ Registration Assessor (ACP) / Return to Practice Reviewer</i>
Review year	<i>2013/2014</i>
Date of review	
Appraiser's name	<i>Professor Colin Coulson-Thomas / Dr Jane Fox / Professor Bernadette Griffin / Mr John Chaffey</i>

**1.Reflections about the Registration Assessment / Return to Practice processes**

Please use this space to record your thoughts and feedback about the registration assessment / return to practice processes.

**2. Self assessment of your performance over the past year**

Please complete this section, in advance of the appraisal, having taken into account the preparation for the assessments / reviews, the doing of the assessments / reviews and the report back to the GOsC.

Consider:

- What went well?
- What did not go that well?
- What would you do differently next time?
- Please include feedback that you have sought about your own performance in the role(s) from colleagues

**Preparation for assessments and/or reviews:**

**Doing the role(s):**

**Reporting back to GOsC:**

**3. What CPD have you done to help you to stay up to date in the role(s)?**

Please complete this section in advance of the appraisal. (You may amend it during discussion). CPD may include annual training but please also include any other relevant CPD.

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**4. What CPD are you planning for next year to help you to keep up to date in the role(s)?**

Please complete this section in advance of the appraisal. (You may amend it during discussion.)

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**5. Please provide feedback to inform the annual training provided by the GOsC (taking place in Spring 2015) and any other training for you that may be beneficial?**

Please complete this section in advance of the appraisal. (You may amend it during discussion).

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**6. Appraiser's observations**

Appraiser's observations and feedback. The appraiser will discuss this with you at the session and will record their observations afterwards when you send them the form.

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Your signature	
Date agreed by you	
Appraiser's signature	
Date agreed by appraiser	