



Information Pack

Observation Criteria for the following contexts:

Post Observation Feedback, Progress Reviews, Interviews and Guidance sessions / Personal Tutorials.



Pack Contents

This comprehensive Observation Pack has four components:

1. Feedback Observation Criteria
2. Progress Review Observation Criteria.
3. Recruitment Interview Observation Criteria.
4. Guidance Session / Personal Tutorial Observation Criteria.



Context

There is increasing inspection focus on the quality of all learner journey processes. Consequently organisations are under greater pressure to ensure the standards of delivery continue to improve. Graded observations are a key tool for determining whether standards are improving, and they also provide a stimulus for improvement. The quality of graded observations must be high, if it is to inspire staff confidence and achieve these outcomes.

Benefits

This comprehensive Observation Criteria Pack, based on very well established good practice, ensures that you have the essential tools, to ensure robust and effective:

- post observation feedback
- observation of Progress Reviews, Recruitment Interviews, and Guidance Sessions / Personal Tutorials.

The specific benefits of the pack are that the clearly defined standards it includes, ensure that observers:

- understand the standard to which they are expected to undertake these tasks
- consistently produce accurate and robust:
 - judgements and supporting evidence notes
 - session / activity grades

Because clearly defined standards make it easier to identify the required standard of performance, they also make it easier to identify:

- staff who require support to enhance their Observation Feedback, observation of Progress Reviews, Recruitment Interviews, and Guidance Sessions / Personal Tutorials
- good and better practice.

Progress Review Observation Criteria

This tool consists of a comprehensive set of well defined statements. These statements are intended primarily as Progress Review observation criteria. However they also provide a good practice model for the management by tutors of such sessions.

Two levels of information are provided in the documentation. Supporting a number of the individual bullet point statements are 'Notes'. These provide more detailed information for less experienced staff.

Key areas the observation criteria cover include:

- general management of the session
- progress to date
- health & safety & equality of opportunity monitoring
- pastoral support
- forward planning & target setting.

Progress Review in different learning contexts include different aspects. The context which the criteria in this tool were designed for, is a workbased learning Apprenticeship review. This has been chosen because it is a particularly complex review, which has to cover many dimensions. You will need to decide for the context in which you operate, how and in what ways you need to change or adapt the observation criteria provided.



Guidance Session / Personal Tutorial Observation Criteria.

This tool includes a set of coherent and logical statements, drawing on national guidance standards, to enable effective observations. These statements are intended primarily as session observation criteria.



Key areas the observation criteria cover include:

- general management of the session
- getting the session started
- exploring issues
- exploring options
- action planning
- review progress
- concluding a session

The observation criteria in this tool, assume a context where a learner is seeking support from a tutor in relation to a personal or course related problem, which:

- it would be appropriate to discuss in front of an observer
- would not be more appropriately dealt with by a drugs or other specialist counsellor.

Given the sensitive nature of this work it is most important that staff are well trained. The observation criteria in this tool also provide a good practice model, from which appropriate training to enhance tutors' ability to manage guidance and personal tutorial sessions, could be developed.