



## ***In-Tray Exercise***

**Reference:** In-Tray 09

**Correspondence from:** Director of 'A'

**Addressed to:** CEO StipTrain

**Subject:** Assessment

Recently, a member of my staff was a participant on the Design of Training course run by StipTrain. As you know, the course includes a design project to be completed by participants, which is then assessed by a course tutor. The member of staff submitted her project, which was returned with a mark of 72% with confirmation that she had 'passed', and therefore a certificated training designer. No other feedback was given. I regard this as an unsatisfactory outcome, for the following reasons:

1. A considerable amount of time and effort was taken - both personally and at the expense of normal duties to complete what we consider to be an excellent piece of staff work.
2. Passing, or indeed failing doesn't change my opinion about her competence and professional commitment. However, I know she was disappointed with what she regards as a low mark. Also, she cannot understand how she lost 28% of the marks available.
3. The assessor provided no advice about where marks were lost, or where the design project could be improved. So how can she continue to learn and develop? Surely comprehensive feedback should be an inherent feature of the course - after all it purports to be about designing learning experiences.

From what I've been told, the course was well run and the project gave an excellent opportunity to transfer learning from the training room to the job. The only unsatisfactory part has been assessment. Putting this rather crudely, my organisation is paying StipTrain to run a course that includes an assessed project. Therefore, presumably, we are paying for somebody to assess submitted projects and provide professional feedback. This doesn't seem to have happened and, frankly, we've wasted time and money.

As I have another member of staff nominated for the DoT course, may I ask for your comments about the present situation. I also wish to query whether changes are likely to be made in forthcoming DoT courses.

**EoT StipTrainer (you)**

*As you are now responsible for evaluation perhaps you can draft a reply for me.*