

Remote Assessor Observation Model

With COVID-19 restrictions looking highly likely to be in place for the foreseeable future Lantra has reviewed alternative methods of working which enable us to move forward and stay COVID safe.

Since April, Lantra has been utilising remote observations of Instructors in the classroom via Platforms like Microsoft Teams and this has proved successful in keeping everyone safe, completing the task required and at the same time providing other benefits like reduced travel time and carbon emissions for our team of EQAs.

We are now looking to extend this method of observation to Assessor monitoring and approval.

Assessor approval observations may be carried out remotely as long as the following criterion are met.

Agreement Criteria	
1	Assessor and EQA agree prior to the event taking place that the method for observation will be remote
2	Both Assessor & EQA must have access to appropriate equipment and Internet access to complete remote observation Live throughout the activity
3	The practice and equipment to complete a remote observation has been appropriately risk rated and approved for use on site
All points above must be in place otherwise the remote observation must not take place	
EQA Criteria	
1	Have access to the appropriate equipment and internet connection to undertake the observation
2	During the observation have a clear visual and audio of activity being undertaken
3	Activity must be watched throughout as it happens Live, pre-recorded activity will not be accepted
4	Have an ability to interact with the Assessor throughout the activity

The Assessor and the EQA should ensure that the technology is working before the observation begins. If there is an issue with technology or visibility during the observation the observation will need to be terminated and re-scheduled.

Remote Instructor Observation Model

Agreement Criteria	
1	Instructor and EQA agree prior to the event taking place that the method for observation will be remote
2	Both Instructor & EQA must have access to appropriate equipment and Internet access to complete remote observation throughout the training activity
3	The practice and equipment to complete a remote observation has been appropriately risk rated
All points above must be in place otherwise the remote observation must not take place	
EQA Criteria	
1	Have access to the appropriate equipment and internet connection to undertake the observation
2	During the observation have clear visual and audio of training being undertaken
3	Activity must be watched throughout as it happens Live, pre-recorded activity will not be accepted
4	Once the observation has commenced the EQA must turn off their personal video presence and sound. If the EQA needs to interact then turn both back on and use the raise hand function to attract the Instructor's attention

The Instructor and the EQA should ensure that the technology is working before the observation begins. If there is an issue with technology or visibility during the observation the observation will need to be terminated and re-scheduled.

This model may also be suitable for IQA observations.