Supporting and Strengthening Humanitarians Everywhere

" At HPass, we are working towards a world where humanitarians benefit from greater access to quality learning and professional recognition. "

Visit **www.hpass.org** to find out more, including information about the associated Humanitarian Learning Standards

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6 Standard 6 Administration

Administration systems effectively support assessments

Key actions
An assessment provider will:

6.1 provide effective administrative and logistical support before, during and after assessments

6.2 follow procedures for safely and securely managing assessment materials and results

6.3 store candidates' personal information using secure and appropriate data-management procedures

6.4 make sure assessment results (and recognised badges or certificates, if available) are delivered and can be retrieved in the stated time period

6.5 share personal and confidential information only as agreed

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7 Standard 7 Evaluation and Accountability

Evaluation and accountability mechanisms effectively support quality assessments

Key actions
An assessment provider will:

7.1 systematically monitor and evaluate assessment services

7.2 use transparent and accessible methods to receive honest feedback

7.3 record and deal with concerns and complaints

7.4 use lessons learnt to improve and update assessment services

7.5 make information about the quality of assessment services available and transparent

7.6 treat candidates, staff and other stakeholders in a way that promotes inclusivity, anti-discrimination and well-being

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Overview

Standard 1: Analysis
Relevant assessment needs are identified

Standard 2: Design
Assessments are designed and prepared according to identified needs

Standard 3: Delivery
Assessments are delivered effectively and accurately

Standard 4: Resources
Resources for assessments are appropriate, sufficient and well managed

Standard 5: Communication
Communication effectively supports assessments

Standard 6: Administration
Administration systems effectively support assessments

Standard 7: Evaluation and Accountability
Evaluation and accountability mechanisms effectively support quality assessments

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Standards for the Assessment of Humanitarian Competencies

These standards aim to ensure that people involved in humanitarian action have recognition of their competencies that demonstrate their ability to work effectively.

2019 Edition

1 Standard 1
Analysis

Relevant assessment needs are identified

Key actions

An assessment provider will:

1.1 identify the purpose of the assessment

1.2 identify relevant competency frameworks within the humanitarian or other sectors

1.3 decide what knowledge, skills, attitudes or competencies to assess

1.4 analyse target candidate(s)' characteristics, assessment preferences and requirements

2 Standard 2
Design

Assessments are designed and prepared according to identified needs

Key actions

An assessment provider will:

2.1 define measurable assessment criteria that candidates will be able to demonstrate through assessment

2.2 decide appropriate assessment modalities

2.3 plan the steps for a consistent, inclusive and impartial assessment process including measures to prevent dishonesty

2.4 define the expected outcomes of each step of the assessment processes

2.5 choose or create appropriate assessment tools to accurately measure the selected knowledge, skills, attitudes or competencies

3 Standard 3
Delivery

Assessments are delivered effectively and accurately

Key actions

An assessment provider will:

3.1 carry out assessments as designed

3.2 have in place reasonable measures to mitigate safety and security risks to candidates

3.3 interpret the results of assessments in a standardised and impartial way based on evidence

3.4 share assessment results

4 Standard 4
Resources

Resources for assessments are appropriate, sufficient and well managed

Key actions

An assessment provider will:

4.1 identify the resources you need to implement assessments effectively

4.2 follow procedures for procuring, maintaining and managing the resources needed

4.3 have in place reasonable measures to mitigate safety and security risks to staff and other resources

5 Standard 5
Communication

Communication effectively supports assessments

Key actions

An assessment provider will:

5.1 use and maintain appropriate and accessible communication channels

5.2 use clear and accessible language for all communications

5.3 ensure information about assessment services is relevant, accurate and available when needed

5.4 listen and respond appropriately to communications

Supporting quality assessment provision for humanitarians