

# SSO Qualifying Official Training Handout

## Responsibilities

Qualifying officials (QOs) are responsible for performing the following:

- Complete QO training and sign the attestation form and provide it to the requesting supervisor.
- Prepare for qualification evaluations by reviewing the qualification standard competencies, applicable references and other necessary materials
- Meet with participants to evaluate knowledge level
- Conduct evaluations according to the guidance provided in the QO training and this document
- Ensure that participants can demonstrate proficiency in the applicable competencies
- Document when the participant meets or exceeds the requirements of the applicable competencies
- Maintain a working knowledge in their technical discipline

## Participant Evaluation Process

### *Evaluation Scheduling and Pre-evaluation Activities*

Qualifying officials should work with TQP participants to determine the most appropriate method of evaluation and for scheduling the evaluation. QOs should objective review any evidence provided by a TQP participant related to successful attainment of the required level of competency. This evidence includes, but is not limited to the following:

- previous qualification documents
- written examination results
- documented oral evaluations
- documented observation of performance within the past five years
- certificate of completion for training that had some form of an examination process
- professional certification that relates directly to the position
- academic transcripts

Qualifying officials are responsible for ensuring that they have the ability to determine whether the TQP participant has demonstrated knowledge in the competencies. If QOs are not certain about the correct response for a competency statement, they should either perform a sufficient amount of research to ensure that they can recognize a correct response or the QO should not conduct the evaluation.

### *Conducting the Evaluation*

Qualifying officials should use the knowledge, skill, and abilities (KSAs) evaluation elements from the competency statements in qualification standard to evaluate the participant. This evaluation can be done by written examination, oral evaluation, or observation of performance.

Observation of performance is the preferred method of evaluation. In advance of the performance evaluation, the QO should determine what the TQP participant should do to demonstrate that he or she

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has mastered the competency, the method used to accomplish the performance demonstration, and what standards will be used to measure performance.

The QO may arrange for a written examination. The QO should inform the participant whether the exam is open book or closed book, and what materials are acceptable to use during the exam. The QO is responsible for proctoring the exam or designating another individual to do so. A score of 80% is considered a passing grade for all written examinations. All written exam material used must be provided to the SSO TQP Coordinator for inclusion in the TQP participant's qualification records.

Oral evaluations should be conducted using an approach similar to the one for written exams. The QO administering an oral evaluation should develop sufficient questions in advance of the evaluation to ensure participants have the breadth and depth of knowledge required to demonstrate knowledge of each competency statement. When the qualifying official is performing an oral evaluation of his or her supervisor, the agent should participate as a quality assurance review.

### *Completion of an Evaluation*

At the completion of an evaluation, the QO should make an objective determination, referring to the supporting KSAs of the competency statements, as to whether the participant has a satisfactory level of competence. The QO should provide clear, immediate feedback to the participant regarding the outcome. The signature of the QO indicates that the participant has successfully completed the evaluation, and that the participant possesses the minimum required competence. There are two possible outcomes from a QO evaluation:

- **Satisfactory:** The participant displayed a satisfactory competence showing no weak points of any significance, and receives a signature.
- **Unsatisfactory:** The participant has a significant lack of understanding of the competency. In this case, the participant should not receive a signature and should be counseled as to (1) what material to restudy and (2) the best method of studying it (including scheduled retraining, if necessary) before scheduling another evaluation. Qualifying officials should establish a return date with the participant for the follow-up evaluation.

### *Documenting the Evaluation*

Qualifying officials must ensure the evaluated level of knowledge is greater than or equal to the required level of knowledge for the competency. When QOs are satisfied that a participant has met all evaluation element requirements for a competency, they should indicate the evaluated level of knowledge, evaluation method, and then sign and date the competency in the spaces provided. The qualifying official should record "OE" for oral evaluation, "OP" for observation of performance, and "WE" for written examination.

Qualifying officials may sign for equivalencies ("EQ") only for SSO TQP participants in accordance with the SSO TQP procedure. Exemptions to qualification standard competency requirements are not authorized by DOE directives.