



**THRIVE35**  
PERFORM GROW SUSTAIN

# CERTIFICATE IN EVALUATION AND ASSESSMENT

## OVERVIEW

The Certificate in Evaluation and Assessment course allows participants to build on what they have learnt in the Certificate in Business Excellence course to conduct an assessment or evaluation against the Australian Business Excellence Framework (ABEF). Participants will learn to select between the two approaches to determine the most suitable approach for the circumstances.

Assessments and evaluations against the ABEF provide organisations with valuable insights on areas for improvement and create effective plans towards sustainable success.

Through our active learning structure, participants will learn the steps in undertaking assessments and evaluations, starting with a review of the ABEF to planning an evaluation. Finally, participants will learn how to prepare the valuable post-evaluation feedback report.

This course is designed for people seeking to develop competencies in assessment/evaluation, analysing data and reporting feedback using the Australian Business Excellence Framework criteria.

Upon completion of the course and assessment tasks, all participants will be issued the Thrive35 Certificate of Evaluation and Assessment as a testament to their learning and commitment.

## LEARNING PATHWAY

Understanding Business Excellence and Certificate in Business Excellence are pre-requisites for this course.



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## BENEFITS

Using a detailed case study, by the end of this course participants should be able to:

- ▶ Explain the sequence of steps in the evaluation and/or assessment process
- ▶ Describe the differences between an assessment and an evaluation
- ▶ Analyse a written submission for strengths and opportunities for improvement and to identify issues which need to be verified and clarified during a site visit
- ▶ Prepare a preliminary site visit plan and discuss the process
- ▶ Identify appropriate forms of evidence
- ▶ Determine a raw score for each Item in the ABEF
- ▶ Explain the consensus process
- ▶ Describe expected behaviours on the part of an evaluator or assessor
- ▶ Prepare a sample feedback report
- ▶ Prepare a plan for a face-to-face feedback session with the organisation

## THE STRUCTURE OF THE WORKSHOP (TWO DAYS)

### DAY ONE

- ▶ Overview of the assessment and evaluation processes
- ▶ Agree on the key gaps based on the case study
- ▶ Identify further documents required for further review
- ▶ Develop a sequence of activities for the assessment
- ▶ Plan the agenda and team responsibilities

### DAY TWO

- ▶ Conduct mock interviews to gather further insights
- ▶ Agree on the strengths and opportunities for the organisation under review
- ▶ Develop the scores
- ▶ Develop the report and summary presentation