***Forecaster Competency 4: Direct Observation Information Note***

***C4 Ensure the quality of marine meteorological information and services***

***Competency Description:***

Forecasts, warnings and related products are provided within a quality management framework.

**Considerations on using Direct Observation**:

While a think-aloud protocol can be used to elicit useful evidence of knowledge and skill of the individual being assessed regarding application of the organizational quality management system, it is unlikely that all aspects of the system can be demonstrated in even several assessment periods.

For example, data quality control procedures may not be used if no outlying data is found, and no forecast amendment procedures may be used if errors do not occur or if the weather does not exhibit substantial changes. Emergency procedures sore system failures are hopefully rarely used, and therefore unlikely to be demonstrated. Moreover, some aspects of the QMS will not be implemented until after a severe event, such as seeking and responding to customer feedback and implementing remedial actions.

Nevertheless, evidence on knowledge and skill in using much of the system in everyday processes can be “observed” if the assessed individual articulates how QMS procedures are being applied in decision making and forecast production and dissemination. So it is highly recommended that QMS procedures be examined as much as possible during the intensive efforts to perform direct observation during forecast operations.

**Recommendations**:

In addition to direct observation, it may be an advantage to combine Direct Observation methods with Experiential Questions, Quiz Items, and/or Portfolio evidence to complete an assessment of competency for C4, Ensure the quality of marine meteorological information and services.