***Forecaster Competency 4: Experiential Questions 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 Experiential Questions**:

While Direct Observation using 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.

For this reason, the Experiential Questions assessment method can play an important role in a competency assessment implementation for QMS performance criteria (C4.1-4.5).

**Recommendations**:

Application of Experiential Questions for C4, Ensure the quality of marine meteorological information and services, should attempt to gather evidence for each performance criterion. However, criterion 4.1, being the most general, can be used to encompass the other required knowledge and skills asked for in criteria 4.2-4.5. See recommendations for 4.1 Experiential questions.

Questions regarding application of QMS procedures might be both about specific hypothetical situations and general procedures frequently applied.