***Forecaster Competency 4: Quiz Items 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 Quiz Items**:

Direct Observation using a think-aloud protocol and Experiential Questions at the forecast worksite can elicit useful evidence of knowledge and skill of the individual being assessed regarding application of the organizational quality management system. However, it is unlikely that all aspects of the QMS can be demonstrated in even several Direct Observation 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 for 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. Experiential Questions can fill these gaps, but Quiz Items, which are easier to administer, can also support the assessment.

For this reason, the Quiz Items assessment method can play an important role in a competency assessment implementation for QMS performance criteria (C4.1-4.5). One advantage of Quiz Items over other assessment methods is that the assessment will be more standardized to ensure fairness, can be quickly administered with lower effort by the assessor, and the results can be more rapidly assessed.

**Recommendations**:

Quiz Items can be very useful for a variety of assessments of aspects of Competency 4. One important way they can used is to assess if the forecaster is fully aware of their job description and required competencies.

Quizzes can help to assess critical background knowledge about the QMS, its origins and its benefits. Quiz items might be used to probe for knowledge about standard procedures to apply during rare weather events, events frequently seen but very important due to local impacts, and severe weather events with significant impacts and difficult to directly observe due to time constraints during hectic situations. Quiz items can also help to assess knowledge of procedures more deeply than can be observed, particularly if procedures vary by situation and decisions required.

Application of Quiz Items for C4, Ensure the quality of marine meteorological information and services, should attempt to gather evidence for each performance criterion 1-5. 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 Quiz Items.