***Forecaster Competency 5: Direct Observation Information Note***

***C5 Communicate meteorological information to internal and external users***

***Competency Description:***

Marine weather forecasts and warnings are communicated in a timely and clear manner to meet user community needs.

**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 knowledge of marine services customers’ needs and concerns and recommended procedures for providing useful services to them, it is unlikely that all aspects this important final step can be demonstrated in even several assessment periods. Due to the variety of customer activities and customer impacts from weather phenomena, particularly during severe weather situations, it is difficult to observe whether these are being fully considered, except in rare events.

However, observing how the forecaster applies knowledge of marine customers during the forecast process is a critical component of any assessment decision.

**Recommendations**:

In addition to direct observation, it will be an advantage to combine Direct Observation methods with Experiential Questions, Quiz Items, and/or Portfolio evidence to complete an assessment of competency for C5, Communicate meteorological information to internal and external users.