***Forecaster Competency 5: Quiz Items 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 and designed meet user community decision-making needs by focusing on impacts to their activities or responsibilities.**

**Considerations on using Quiz Items**:

While Direct Observation using think-aloud protocol, Experiential Questions, and Simulation methods can all be used to elicit useful evidence of knowledge of marine services customers’ needs and concerns, due to the highly situation-specific nature of user communications and impacts, Quiz items are also very useful to identify the range of knowledge about customer operations and the diverse impacts that weather can have on them. Due to unique customer activities and impacts from severe weather phenomena, a range of Quiz Items asked outside the forecast shift can be necessary to fully assess competency in this area.

Communications requires a high degree of subjectivity and reading of complex social situations, frequently very stressful ones. While Quiz Items are not a substitute for more direct assessment, they can assess background knowledge about customer operations and activities and how weather can impact these.

**Recommendations**:

Quiz Items can include those that ask about specific weather phenomena and how these have different impacts on a variety of customers. They can check to see if forecasters recognize all the customers/stakeholders that they are responsible for. They can be used to check for background knowledge on the weather sensitivities of these various customers and communities. They might also include questions regarding hazard thresholds of different customers.

Quiz items can also check whether forecasters know which communication systems, techniques, and methodologies (including language, verbal versus graphical) are most effective for given customers. They can also be used to assess knowledge of communication and questioning guidelines that can help make customer interactions more effective.