

Success at Professional Discussions – Answering your Assessor’s Questions

- This document was assembled based on the requirements of ST0192, 0193, 0555 and 0556 and the associated Assessment Plans
- It does not contain any information about the way in which Advanced Analytics Solutions carry out assessments
- So far as we are aware, information in this document would apply equally to assessments carried out by any approved End Point Assessment Organisation

You must answer the assessor's question

The Professional discussion provides a holistic approach to assessing your knowledge and understanding, as an assessment method, it is one of the best ways of testing the validity and reliability of a candidate's evidence.

While it is not a pure Q&A session, your assessor will ask you a number of competency based questions to evaluate your competency in the associated knowledge, skill or behaviour.

You must answer the question – if you do not then your assessor cannot evaluate your competency and you will not meet the assessment criteria. There are 3 basic types of question;

Type of question	Why they are asked
Situational	Your assessor is giving you the opportunity to display your approach to a specific scenario and how you would handle it. You may be asked for an example to demonstrate how you have approached such a scenario.
Competency	Competency based questions are designed to test one or more skills. Your assessor will have a list of set questions, each focusing on a specific skill, and your answers will be compared against pre-determined criteria and marked accordingly. You will need to answer in the context of actual events
Behaviour	Behaviour based questions assess your character - specifically how you have approached specific situations, in order to understand how you would do so again. These questions evaluate changes in your behaviour and are an opportunity for reflection on your learning journey.

Answering Competency Based Questions

- The STAR-R model builds on the model used to illustrate how to answer interview questions and is a useful technique for answering competency-based questions

STAR-R Element	What you should explain
S - Situation	Describe the situation you were placed in. For example “Process X was suffering from an unacceptable level of customer rejections”
T - Task	Describe the task that needed to be completed by you. For example “I was tasked with improving the reject rate from A% to B%”
A - Actions	Explain what you did and how did it. For example, ‘I gathered a small group of operators, we investigated the process and discovered a machine position sensor was broken. This was repaired and a preventative maintenance process put in place”
R – Result	Describe the outcome of your actions. For example, “As a result of this improvement the customer reject rate reduced from A% to C%”.
R - Reflection	Describe what you learned from this, what went well, what would you do differently next time?

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