



Topic:	Module 5a) External Assessment: Selecting an External Assessor
Document type:	Tips for Selecting an External Assessor

This handout has been developed to help staff involved in selecting an External Assessor to get started in the process and to stimulate ideas. It is a guide only and your organisation is welcome to adapt or extend this tool to suit the circumstances of your service and operational context.

IDEAS FOR DEVELOPING YOUR SELECTION CRITERIA

1. The External Assessor has the capacity to undertake the site visit at a time that fits with your timeframes and ASES Project Plan.
2. Experience and/or knowledge of your industry or region.
3. Cultural knowledge, shared values around clients, embracing diversity, etc.
4. Experience in assessing a particular type of organisation, e.g. large multi-outlet organisations, rural and remote organisations or Aboriginal organisations.
5. Whether you prefer a large provider, with a wide choice of contracted Assessors, or a smaller provider where you are more likely to be dealing with more senior staff.
6. A not-for-profit provider.
7. A provider that also has expertise in a particular area that is important to you such as training, policy development and/or management consulting.
8. A provider with particular values that are important to you such as a commitment to social justice.
9. Providers who can allocate your assessment to an External Assessor with a particular background such as a background in domestic violence, youth services, with hands-on experience as an NGO provider or manager, background in service management, or executive/strategic management.
10. A provider who can demonstrate a particular approach to assessment that is important to you such as a friendly, inclusive approach.
11. Providers who offer value-add services free of charge that can be useful to you such as free service reviews between assessments, etc.

PREPARING INFORMATION THAT YOU WILL PROVIDE TO EXTERNAL ASSESSORS SO THAT THEY CAN DEVELOP A QUOTE

1. Registered name and address of the organisation.
2. Name, position title and contact details of the head of the organisation.
3. Name, position title and contact details of the key contact, e.g. quality manager or service manager.
4. Which ASES level would you like to be accredited against - the Certificate level or both Certificate and Award levels?
5. Does your organisation hold any other accreditations?
6. Are you seeking to combine your ASES accreditation assessment with another standards assessment? If so, provide details.
7. Estimated or preferred dates for the external assessment site visit.
8. Number and details of service outlets and the number of staff and clients at each site.
9. Number of key programs and services provided at each of your service delivery sites.

INFORMATION TO OBTAIN FROM EXTERNAL ASSESSORS

1. A copy of their standard contract – these can vary, and you are best to know what is in them before committing.
2. Ensuring the contract makes sufficient provision for privacy. If it doesn't, you can ask for them to sign a confidentiality agreement.
3. Their code of conduct or a service charter, if they have one.
4. Which 'value-added' services they provide.
5. Their process for identifying and addressing conflicts of interest or potential conflicts of interest between their organisation and yours.



REFEREE CHECK QUESTIONS

1. Did the External Assessor communicate clearly during the assessment?
2. Was the External Assessor responsive and supportive in their approach?
3. Was the External Assessor easy to deal with/collaborative/flexible?
4. Did the External Assessor communicate sensitively with clients, staff and stakeholders?
5. Did the External Assessor keep to agreed timelines in the delivery of the Draft Assessment Report, the final Assessment Report and the Quality Action Plan?