

Example assessment and rating feedback

In each of the following examples, the draft report indicates Standard 7.2 is 'working towards' the National Quality Standard.

Example 1


Does not provide relevant supporting evidence and the rating is unlikely to change.

Element/ Standard	Content from report	Factual reasons on how your service met the element or was 'Meeting' or 'Exceeding' the standard at the time of the service visit	Evidence (documents, records, Photographs)
Quality Area 7 – Governance and Leadership			
<p>Standard 7.2 <u>Leadership</u> Effective leadership builds and promotes a positive organisational culture and professional learning community</p> <p>Element 7.2.3 <u>Development of professionals</u> Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development</p>	<p>DEVELOPMENT OF PROFESSIONALS</p> <p>Records confirm that a number of staff have attended professional development courses such as; management, hiring and firing, teaching traumatised children, Indigenous culture, leadership essentials and Start'em Early.</p> <p>All staff are provided with opportunities to participate in webinars delivered by the approved provider or outside organisations.</p> <p>The service has an employee performance review and appraisal form in place that is to be completed by the approved provider, nominated supervisor and the staff member.</p> <p>The form includes topics such as job satisfaction, challenges, personal goals, reflection on own performance, reflection on the service and other team members, and a training and development plan.</p> <p>The employee performance review form states that it is to be completed every 12 months.</p> <p>However:</p> <p>Documentation sighted at the visit revealed that the performance review and appraisal process had only been completed for one staff member in the last 12 months.</p>	<p>We believe we are meeting this standard because we complete an annual performance review with all staff members.</p> <div data-bbox="1102 803 1386 1023" style="border: 1px solid red; background-color: #ffe6e6; padding: 5px; margin-top: 20px;"> <p>This explanation does NOT provide adequate factual reasons or justification to support a 'meeting' rating for the standard or element</p> </div>	<p>Our performance reviews show that our staff are happy to work here and professional development opportunities are provided when the staff request it.</p> <div data-bbox="1669 844 1921 1006" style="border: 1px solid red; background-color: #ffe6e6; padding: 5px; margin-top: 20px;"> <p>This statement does NOT provide relevant supporting evidence</p> </div>



Example 2

Does provide clear, concise feedback that is supported by relevant evidence. The rating is **likely** to change.

Element/ Standard	Content from report	Factual reasons on how your service met the element or was 'Meeting' or 'Exceeding' the standard at the time of the service visit	Evidence (documents, records, Photographs) 
Quality Area 7 – Governance and Leadership			
<p>Standard 7.2 <u>Leadership</u> Effective leadership builds and promotes a positive organisational culture and professional learning community</p> <p>Element 7.2.3 <u>Development of professionals</u> Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development</p>	<p>DEVELOPMENT OF PROFESSIONALS</p> <p>Records confirm that a number of staff have attended professional development courses such as; management, hiring and firing, teaching traumatised children, Indigenous culture, leadership essentials and Start'em Early.</p> <p>All staff are provided with opportunities to participate in webinars delivered by the approved provider or outside organisations.</p> <p>The service has an employee performance review and appraisal form in place that is to be completed by the approved provider, nominated supervisor and the staff member.</p> <p>The form includes topics such as job satisfaction, challenges, personal goals, reflection on own performance, reflection on the service and other team members, and a training and development plan.</p> <p>The employee performance review form states that it is to be completed every 12 months.</p> <p>However:</p> <p>Documentation sighted at the visit revealed that the performance review and appraisal process had only been completed for one staff member in the last 12 months.</p>	<p>We believe we are meeting this standard because our service completes an annual performance review with each staff member.</p> <p>Performance reviews are scheduled quarterly by the Director and these are included on the staff calendar.</p> <p>Individual performance reviews have been completed with 10 current educators.</p> <p>At the time of the visit documentation was provided for one educator. However documents for 10 educators were held at our head office and were not provided at the visit. These records are now held onsite and have been attached for your reference.</p> <p>Any new staff will have performance reviews conducted at future scheduled sessions.</p> <p>Professional development opportunities are offered to all our staff. The educators above have attended a range of professional development activities that were identified through their individual performance review and appraisal process. Examples are attached for your information.</p>	<p>Attachment 7.2 a: Staff calendar showing performance reviews scheduled quarterly</p> <p>Attachment 7.2 b: Performance review documentation for the 10 additional educators</p> <p>Attachment 7.2 c: Professional development courses attended by the 11 educators and linked to their completed performance reviews</p>

Attachments are clearly referenced

Evidence supports the factual reasons

Relevant pieces of evidence have been provided

Factual reasons link to the report and the standard/ element detailed in the report

Written feedback is focused, succinct and factual