

KnowledgeSmart

Assessor Manual Template

Policy Template

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# KnowledgeSmart Assessor Training Manual

## **Introduction**

* **Purpose of the Manual:** This manual provides assessors with detailed guidelines on administering, evaluating, and interpreting KnowledgeSmart assessments effectively. It ensures uniformity and consistency in the assessment process, aligning with company standards and governance rules.
* **The objective of Assessor Training is to equip assessors with the necessary skills and knowledge to perform their roles effectively and ensure** that all assessments are conducted with accuracy, fairness, and integrity.

## 1 Understanding KnowledgeSmart Tools

**Objective:** Provide a comprehensive introduction to the KnowledgeSmart platform, emphasizing its functionality and how it can be leveraged to evaluate skills within the Architecture, Engineering, and Construction (AEC) sectors.

**Details:**

* **Platform Capabilities:** Explore the full range of tools available on KnowledgeSmart, highlighting how these can be utilized to effectively measure, analyze, and enhance professional skills in the AEC industries.
* **User Interface:** Overview of the user-friendly interface that allows assessors and participants to interact seamlessly with the system.
* **Integration Potential:** Discuss how KnowledgeSmart integrates with other learning management systems (LMS) and data analytics tools to provide a cohesive learning and assessment environment.
* **Types of Assessments**

**Objective:** Outline the different assessment formats available on the KnowledgeSmart platform. This ensures that assessors are well-versed in selecting and deploying the appropriate type based on the tested skills.

**Assessment Formats:**

* **Knowledge-Based Assessments (K):** These assessments test theoretical understanding and recall of information. They are designed to evaluate a candidate’s foundational and conceptual knowledge of a subject.
* **Task-Based Assessments (T):** Focused on practical application, these assessments require candidates to perform tasks or solve problems that mimic real-world scenarios typical of the AEC industries.
* **Composite Assessments:** Combining knowledge-based and task-based questions, these assessments provide a holistic view of a candidate’s abilities, from theoretical knowledge to practical application.

**Implementation:**

* **Choosing the Right Format:** Guidelines on choosing between knowledge-based, task-based, or composite assessments depending on the competency areas being evaluated.
* **Customization Options:** Description of how assessments can be tailored to meet specific training needs or organizational standards within the AEC sectors.

# ****2: Glossary of Key Terms****

Assessors should familiarize themselves with these definitions to enhance the accuracy and consistency of the assessment process.

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Assessment/Test** | A KnowledgeSmart Assessment/Test consists of several modules containing several questions. An assessment requires a minimum of one module and one question. |
| **Question Pool** | The KnowledgeSmart system randomly selects questions from a pool based on the number of assigned questions. It is best practice to have a more significant question pool than the number of assigned questions. |
| **Module** | A group of questions typically grouped by skill or skill theme.(K) Symbol: Knowledge-based questions<br>(T) Symbol: Task-based questions |
| **Administrator** | An individual with access to all parts of the KnowledgeSmart platform. |
| **Sub-Admin** | An individual with user rights can set up an assessment via an internet browser without access to the admin dashboard. |
| **Parent Account** | The initial account on the KnowledgeSmart platform is considered the main account from which additional linked accounts are created. |
| **Linked Account** | A KnowledgeSmart account was added from within the parent account, which can replicate parent account settings. |
| **Survey** | A platform within KnowledgeSmart captures subjective feedback from users, offering four types of questions. |
| **Skills Audit** | A feature in KnowledgeSmart that captures skill ratings can be verified through a manager rating. |
| **KS 'Off the Shelf' Library Material** | Pre-authored content provided by KnowledgeSmart that users can edit and customize as needed. |
| **User Profile/User Page** | A page accessible to KnowledgeSmart users and managers to view assessment progress and results and utilize self-invite tools. |
| **Creating Custom Library Content** | The capability within KnowledgeSmart to create bespoke content such as skill assessments, general surveys, and skills audits. |
| **Bulk Edit** | A feature allowing batch export and import for reviewing, editing, and authoring KnowledgeSmart assessments. |
| **Links to Learning** | The ability to link modular learning materials to KnowledgeSmart questions, mapping content to training tags for various formats. |
| **Precision on Free Text Questions** | An admin-controlled setting that allows variance in numeric answers or disregards minor discrepancies in text formatting for scoring purposes. |
| **Creating Teams** | A feature allowing KS administrators to create teams and assign team managers, mirroring the organizational team structure. |
| **Test Feedback Options** | Adjustable settings that determine the depth of feedback shared with users after completing an assessment, tailored by user profile type. |

# ****3 Roles and Responsibilities of Assessors****

## 3.1 Setting Up Assessment Environments

* **Preparation of the Physical Space or Virtual Setting:** Arrange the assessment area to ensure it is conducive to concentration and free from distractions. If the assessment is conducted virtually, consider hosting a live Teams or Zoom session. This approach provides a visual element that helps maintain the integrity of the exam conditions, ensuring that the assessment is completed as if it were in a traditional setting.
* **Equipment Setup:** Ensure all necessary hardware, software, and materials are appropriately set up and functioning. This includes computers, network connections, and any specialized tools required for the assessment.

## 3.2 Ensuring Technical Readiness

* **System Checks:** Verify that the KnowledgeSmart platform and any other required software are operational and up to date.
* **Technical Support:** Provide immediate troubleshooting support for any technical issues that arise before or during the assessment.

## Account Management

* **Managing Administrative Control and Account Structure**
	+ To ensure effective data management and user access across the organization, KnowledgeSmart allows for detailed control over accounts and administrative permissions.
* **Navigating Account Structure**
	+ **Switch Accounts**: Use the 'Switch account' link to navigate between linked accounts. This feature is essential for admins managing multiple groups, possibly segmented by geography, sector, or discipline.
	+ **View Account Data**: Utilize the drop-down menu at the top of each page to view data specific to selected linked accounts.
	+ **Managing Your Administrative Profile**
		- **Change Password**: To enhance security, update your administrative password regularly by selecting the 'Change password' link.
		- **View Account Structure**: Click 'View Account Structure' to see a visual organizational chart of linked accounts, which will help you understand the layout and hierarchy.
	+ **Administrative Oversight**
		- **View Administrators**: Click on the 'Administrators' icon for a specific account to view a list of all administrators associated with that account.
		- **Account Deletion**: Use the delete tool to remove unwanted accounts. If multiple admins are on the account, double-check that it is safe to delete, as valuable assessment data may be lost. You can also contact Eagle Point Software support for assistance in creating an archived account instead. Deleting an account will also erase all associated user and results data, necessitating caution in this operation.

## Assessment Library

Your Admin Role might prevent you from seeing the assessment library. You need to be a **Library Content Admin or Principal Admin to view and edit this area of the admin dashboard.**

* The assessment library page lists all the KnowledgeSmart-authored 'off-the-shelf' tests available on this account.
* View test summary information by clicking the magnifying glass icon.
* To make custom changes to the KS 'off the shelf' library material, first use the Import tool to create a duplicate copy of the test. The copied test will display a different ID number than the original and is fully editable. Your copy will be displayed in 'Draft Tests.' It is best practice to publish a test in your published test area once editing has been completed to indicate to other assessors that the test is available for use or part of an active assessment plan.
* Clicking the 'Download question files' icon will download all the question file material associated with this test.
* Clicking the 'Download coaching files' icon will download all the coaching material associated with this test. Not all authors provide their coaching notes as downloads; some appear as plain text notes assigned to each question.
* Clicking the 'List all training tags' icon will list all of the training tag keywords (metadata) associated with this test.
* Invite users to take a test by selecting the envelope icon.
* Use the drop-down menu to view available test library content for linked accounts.
Use the page number links at the bottom of the page to navigate through your test library.
* Clicking the 'Export Questions to CSV' icon will download all of the question data associated with this test.
* Use the 'Click to enable self-invite' tool to allow users to invite themselves to selected tests, exams, surveys, and skills audits. The self-invite options will be displayed on their User pages.
* If you have an account hierarchy and want to share content from the parent account to the linked account, this can be done within the accounts menu.
	+ Here, you can assign (or unassign) published tests and modules, one at a time, to (or from) other accounts in your organization.
	+ Step one: Select the relevant test/module from your library using the drop-down. Use the radio buttons to select the test/module to be copied to (or removed from) additional accounts.
	+ Click 'Continue' to proceed to step two.
	+ Step two: Check the box(es) of the accounts in which you want the test/module to appear. The account already has this test/module assigned if a box is checked. Unchecking a box will unassign content from that account.
	Click 'Save' to register your changes.

### 4.1 Standardizing Assessment Materials

### Naming Conventions

**Objective:** All assessment materials must adhere to a defined naming convention to ensure consistency and ease of identification. This facilitates efficient searching and sorting of content within our system.

**Guidelines:**

* **Format:** All assessment content should be named using the following format: [Content Type]-[Subject/Area]-[Difficulty Level]-[Language]-[Version].
	+ **Example:** Test-Accounting-Basic-EN-v1
* **Details:** Include specific identifiers such as the subject area, difficulty level, and version. Use English for all initial content descriptions.
* **Versions and Revisions:** Mark all revisions with incremental version numbers to track updates and modifications over time.

### Category Tags

**Objective:** Category tags are essential for organizing content by themes or topics, which assists in rapidly retrieving and associating related assessment materials.

**Usage Guidelines:**

* **Selection of Tags:** Tags should be directly relevant to the content, descriptive, and consistently applied across similar materials.
* **Examples:**
	+ **Preferred Tags:** Financial-Accounting, Intermediate-Level, Quiz
	+ **Poor Tags:** Hard, Stuff, Exam2
* **Maintenance:** Regularly review and update tags to reflect content changes or incorporate new categorization needs.

### Content Review Processes

**Objective:** Regular review of assessment materials is crucial to maintain relevance, accuracy, and effectiveness. These reviews ensure our content meets the current educational standards and organizational needs.

**Review Protocols:**

* **Frequency:** Scheduled reviews should occur biannually. Significant updates in related fields, user feedback, or changes in educational standards may trigger ad-hoc reviews.
* **Roles and Responsibilities:**
	+ **Content Review Team:** Composed of subject matter experts and educational specialists who evaluate the accuracy and applicability of content.
	+ **Administrative Oversight:** Ensures adherence to review schedules and approves final content.
* **Process Steps:**
	+ Initiate review based on schedule or triggers.
	+ Conduct thorough evaluations of content accuracy, relevance, and presentation.
	+ Document changes, update version numbers, and revise tags as needed.
	+ Finalize and approve updates through administrative oversight.
* **Documentation:** Maintain detailed records of all review processes, including dates, participants, changes made, and version history. This documentation is critical for audit purposes and continuous improvement.

### Implementation Example

To illustrate these guidelines, consider the creation and review of a new test:

* **Naming the Test:** Test-Finance-Advanced-EN-v1
* **Tagging the Test:** Apply tags such as Finance, Advanced, 2024, Semester 1.
* **Reviewing the Test:** Six months post-implementation, the content review team assesses the test for relevance and accuracy. Necessary updates are made, leading to Test-Finance-Advanced-EN-v2.

## User Management

Your Admin Role might prevent you from seeing the invites and users area. You need to be a Users and Invites Admin **or Principal Admin to view and edit this admin dashboard area.**

### Managing User Metadata

#### Overview

The User Metadata Management system allows administrators to handle comprehensive user data effectively, including job titles and status (employee, interviewee, contractor, student, teacher, or ex-employee). This section describes navigating and manipulating this data within the KnowledgeSmart platform.

#### Navigating the Users Menu

* **Access and Overview**: Navigate to the 'Users Menu' to manage user data and send test invites.
* **Viewing and Modifying User Data**:
	+ - Click on the magnifying glass icon to access detailed user information.
		- Modify any of the five optional data fields or change a user's status as needed.
		- Assign custom labels to each data field via 'Settings > User Data fields for tailored data management.

#### User Status and Job Titles

* **User Status**: Administrators can assign and modify the status of users to categories like employee, interviewee, contractor, student, teacher, or ex-employee, facilitating targeted analysis and communication.
* **Job Titles**: Adding and updating job titles is crucial for analyzing assessment results across different organizational roles.

#### Data Management Tools

* **Import/Export**: Use import/export tools to manage user lists efficiently:
	+ - Import a new CSV file to add users without overwriting existing records.
		- Add individual users manually as invited, with their details automatically incorporated into the user list.
* **Deleting User Records**:
	+ - * **D**elete selected user records by choosing relevant entries and clicking 'Delete.'
			* Note: Deleting a user record does not affect their stored assessment results data.

#### Advanced User Data Functions

* **Data Viewing**: Utilize the drop-down menu to view user data for linked accounts, enhancing visibility across organizational segments.
* **Filtering and Grouping**:
	+ Employ searching and grouping tools to manage user data effectively.
	+ Activate 'Show groups' and 'Show search' to access advanced search parameters and grouping tools.
	+ Create 'dynamic groups' that automatically update with new results data based on user-defined criteria in data fields.
* **Inviting Users**: Invite users or groups for assessments by selecting their records and clicking 'Invite selected users.'

#### Implementation Tips

* **Regular Updates**: Keep user metadata such as job titles and statuses up-to-date to ensure accuracy in reports and analytics.
* **Custom Labels**: Utilize custom labels for data fields to align with internal terminology and reporting needs.
* **Importance of Status Updates for Departing Employees**
	+ - **Objective**
		Maintaining accurate user statuses, including promptly updating the status of departing employees to "ex-employee," is crucial for several reasons:
* **Data Integrity and Accuracy**: Keeping an up-to-date record of active versus inactive users ensures that data analyses, reports, and decision-making are based on current and accurate information. This distinction helps filter out irrelevant data from assessments and performance evaluations, focusing resources and attention on current personnel.
* **Security Protocols**: Transitioning departing employees to "ex-employee" status helps secure sensitive company data and systems. It ensures that access rights and permissions are appropriately managed and revoked if necessary, preventing unauthorized access to the platform and safeguarding intellectual property.
* **Compliance with Regulations**: Accurate status updates are essential for complying with data protection and privacy laws. They help manage how long personal data is retained and ensure that the data handling practices align with legal standards concerning former employees.
* **Resource Management**: By identifying ex-employees, the organization can more accurately manage licenses, user seats, and resources. This optimizes costs and prevents allocating resources to users who no longer require them.
* **Historical Data Preservation**: Updating the status to "ex-employee" rather than deleting the user allows the organization to preserve historical assessment data. This data can be valuable for longitudinal studies, audits, and understanding trends over time.
* **Procedure**
To update a user's status to "ex-employee":
* Navigate to the ”Users Menu”.
* Use the search or filtering tools to locate the departing employee’s record.
* Click the magnifying glass icon next to the user’s name to view detailed information.
* Change the user status in the dropdown menu to "ex-employee" and save the changes.
	+ - **Best Practices**
* **Regular Audits**: Regularly audit user statuses to ensure they reflect current employment statuses.
* **Clear Offboarding Processes**: Include the status update in your standard offboarding procedure to ensure no steps are missed.
* **Stakeholder Notification**: Inform relevant departments, such as IT and HR, of the status change to coordinate any further actions required during offboarding.

## Managing Invites

Your Admin Role might prevent you from seeing the ‘invites and users area.’ You need to be a ‘Users and Invites Admin’ **or ‘Principal Admin’ to view and edit this admin dashboard area.**

* To invite one or more users to take a test, select the required test from the list of options in the drop-down menu. Then, enter your candidate(s) name and email address information in the fields provided. You can also capture the status of your users using the drop-down list. To invite larger groups of users to the same test, use the tools on the 'Users > Users' page.
* You have the option to overwrite the default text in the 'Email Subject Line' and 'Your message' fields on this page, each time you send an invite. Alternatively, save your custom invite message using the 'Settings > Test Invite' page.
* You can set an expiry date on your test invites; check the 'Set expiry date' box and select a date. Candidates will not be able to access their test after this date has passed.
	+ See this document, for example, email wording for interviewees - [Assessment Invite Wording Template for Interviewees](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=a6289d79-db34-466b-acf6-1b8b202ef4b0)
	+ See this video about creating and saving invite templates - [Create and Load Invite Templates](https://portal.pinnacleseries.com/#/videoviewer?id=e015f58b-7439-4113-8356-bc9fa487693b)
* Click the 'Send Invite' button to send your test invite(s).
View sent invites and completed test information by selecting 'Invites > History.' Use the drop-down menu to view the invite history for linked accounts.
* To set up a test session from a browser, log out of your admin dashboard and select the 'Admin Test Setup Login' link.
* **Uploading a CSV file**
* To help speed up data entry, you can upload an invitee file. You must use a CSV file created in Excel or a similar spreadsheet program, and the columns of data must have a header row, which is as follows: Email, First name, Last name, and Status.

A sample is provided [here](https://knowledgesmart.scdn8.secure.raxcdn.com/Dashboard/UserContent/ExcelUploads/sampleInviteeCSV.csv) to download and open in Excel.
* **Manage Teams**
* Here, you can view the teams in your organization. KS administrators can create different Teams and assign Team managers to reflect the existing Team structure within their organization.
* Use the edit icon to edit team details, assign team members, and assign a manager.
* Delete team records by selecting the relevant records and clicking 'Delete selected Teams.' The "Select All" checkbox will select all the records on the current page.
* If the name of a Primary or Secondary Manager is greyed out on this page, it indicates that the user does not have Manager status. Hover your mouse over their name, and you will see the message 'User does not have 'Manager' status'. This means they cannot view Team data from their user page. To give the user 'Manager' status, go to your 'Users' area and check the 'Manager' check box.
* **Manage Teams Data**
	+ From this page, you can manage your Teams. Import and export Team records and capture additional information for your Teams and Users. Help Notes for this function can be found [here](https://online.knowledgesmart.net/dashboard/usercontent/Resources/17/KS%20Help%20Notes_Teams%2002_Upload%20and%20Manage%20Team%20Data.pdf).
	+ **Uploading a CSV file to import Teams data -** You must use a CSV file created in Excel or a similar spreadsheet program, and the columns of data must have a header row as follows: TeamName, TeamDescription, ManagerFirstName, ManagerLastName, ManagerJobTitle, ManagerEmail, SecondaryManagerFirstName, SecondaryManagerLastName, SecondaryManagerJobTitle, SecondaryManagerEmail, UserFirstName, UserLastName, UserJobTitle, UserEmail, UserStatus, DataField1, DataField2, DataField3, DataField4, DataField5, AccountName (Where Datafields 1-5 can contain any data you like up, to 75 characters per field).
		- Please note that existing records will not be overwritten when you upload a new CSV file.
		- A sample is provided [here](https://online.knowledgesmart.net/Dashboard/UserContent/ExcelUploads/SampleTeamCSV.csv) for your convenience to download and open in Excel.
* **Downloading a CSV file**
Click 'Export Team Data to CSV' to download a copy of your Team data.

# **7.** Conducting Assessments

This section outlines the essential responsibilities and procedures for administering assessments within the KnowledgeSmart system. Our goal is to maintain a standardized, fair testing environment that upholds the integrity of the assessment process.

## Administering Tests

**Objective:** To effectively oversee the delivery of assessments, ensuring that all established procedures and guidelines are rigorously followed.

## ****Responsibilities:****

* **Setup and Preparation:** Before the assessment begins, confirm that all testing environments and materials are prepared according to guidelines.
* **Instructions:** Provide clear, comprehensive instructions to all participants before the start of the assessment to ensure they understand the format, rules, and expectations.
* **Supervision:** Actively monitor the assessment process to address issues or questions, ensuring a smooth execution.

## Monitoring Compliance

**Objective:** To ensure that all assessments are conducted fairly to prevent cheating, bias, or other misconduct.

**Strategies:**

* **Surveillance:** Utilize appropriate monitoring tools and techniques to oversee the testing environment effectively.
* **Integrity Checks:** Regularly review system logs and participant activities for any irregularities or breaches of conduct.
* **Guideline Enforcement:** Firmly enforce testing protocols and guidelines, taking immediate action against violations to maintain the assessment's integrity.

## Time Management

**Objective:** To manage the timing of each assessment meticulously, ensuring that all participants adhere to the specified durations without any discrepancies.

**Procedures:**

* **Timing Notifications:** Communicate the start and end times to participants, providing reminders as the assessment progresses.
* **Clock Management:** To prevent disputes or confusion, keep accurate track of time using reliable and visible clocks or timers.
* **Adjustments:** Make informed decisions about time extensions or modifications in response to unexpected events or technical issues.

# 8. Providing Feedback

## Managing Feedback Settings

* + You can specify feedback settings per user status.
	+ You can select from ‘No Report, ‘Basic Report,’ Feedback on Report,’ or ‘Feedback & Coaching on Report.’ The latter is the highest amount of detail, and the assessment results are usually shared via a system email immediately after the user has completed their assessment. There is also an option to toggle on if you wish for test scores to be hidden.
	+ Below is an example of the highest level of feedback on an assessment report.

	
* Immediate Feedback: If appropriate, offer constructive feedback immediately following the assessment to help candidates understand their performance.
* **Record Keeping**
* **Documentation:** Maintain accurate records of assessment results, feedback provided, and any incidents or irregularities during the session. Capture notes easily within a user profile by navigating to the ‘My Achievements’ page.
* See this video about performing a result analysis within the platform - [Detailed Results Analysis in the KnowledgeSmart admin dashboard](https://portal.pinnacleseries.com/#/videoviewer?id=54b91ad4-5004-40b7-b307-9ea48b6791ff)
* **Data Security:** Ensure all candidate data is handled confidentially and complies with data protection regulations.

# 9. Communication with Candidates/Employees

* **Pre-Assessment Briefing:** Communicate assessment objectives, procedures, and expectations to candidates before the assessment.
* **Answering Queries:** Respond to any questions or concerns from candidates/employees regarding the assessment process.
* Share the **KnowledgeSmart User Guide** for test-takers to review before completing their assessment.
	+ [KnowledgeSmart Guides for Employees 2023 - Word](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=3c5e60a4-5393-4465-b750-96c3f03d77ba)
	+ [KnowledgeSmart Guides for Interviewees 2023 - Word](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=7590ffa9-2c49-4f68-86c0-78d689dd68ab)
* Familiarize yourself with this video, which users will be prompted to watch before completing their assessment - [Take KnowledgeSmart Assessment](https://portal.pinnacleseries.com/#/videoviewer?id=219f0a1f-2d2b-4693-9947-ab3dba7ee9e7)

# 10. Assessor Collaboration

* **Collaboration with Other Assessors:** Work with fellow assessors to ensure consistency and fairness in evaluating all candidates.
* **Standardization Meetings:** Participate in regular meetings to discuss and align grading standards and assessment practices.

# 12. Quality Assurance

* **Assessment Review:** Regularly review and update assessment materials and practices to ensure they remain relevant and practical.
* **Feedback Implementation:** Incorporate feedback from candidates and other assessors to improve the assessment process.
* **Ethical Standards:** Discuss the importance of impartiality, confidentiality, and integrity in the assessment process.

# ****13. Dealing with Assessment Challenges****

* **Addressing Disputes:** Steps for resolving disagreements over assessment results.
* **Special Accommodations:** Guidelines on adjusting for candidates with disabilities or other special requirements.

# ****14. Technology and Administration****

* **Navigating the KnowledgeSmart Platform:** Training on using the platform, including setting up assessments, entering scores, and accessing reports.
* **Technical Troubleshooting:** Solutions for common technical problems encountered during digital assessments.

# ****Conclusion****

As we conclude this KnowledgeSmart Assessor Training Manual, it is imperative to reflect on assessors' vital role within our organization. The guidelines outlined herein ensure that every assessor is well-equipped with the knowledge, tools, and ethical grounding necessary to administer, evaluate, and interpret assessments with the utmost precision and integrity.

**Commitment to Excellence:** Our organization thrives on fairness, accuracy, and continuous improvement. As an assessor, your adherence to these principles upholds our company's standards and fosters a culture of trust and respect. Your role is critical in shaping the professional development paths of our employees and ensuring that our assessments reflect accurate and fair measures of their skills and competencies.

**Continuous Learning and Development:** The landscape of assessment and technology is ever-evolving, and staying abreast of these changes is crucial. We encourage you to view this manual as a resource for your current duties and as a foundation for ongoing professional growth. Engage actively with training opportunities, participate in standardization meetings, and provide feedback on the assessment processes. Your proactive engagement is essential for personal growth and the advancement of our assessment practices.

**In closing, remember that the impact of your work extends beyond routine assessments—it influences career trajectories, informs strategic decision-making, and shapes the educational environment within our organization. Every evaluation you conduct contributes to the** broader goal of developing a skilled, knowledgeable, and adaptable workforce.

We trust that this manual will serve as a valuable guide as you continue to perform your duties excellently. Thank you for being so committed to maintaining the highest standards in all that you do. Together, we will continue to achieve remarkable strides in education and professional development.

**Let's continue to assess with purpose, measure with care, and improve with dedication.**

# ****Appendices****

* **FAQs:** Frequently asked questions about the assessment process.

# FAQ Section for Assessor Training Manual

**Introduction to FAQs**

* This section addresses candidates' common questions and concerns about the KnowledgeSmart skills assessment. It aims to equip assessors with consistent, accurate information to provide to candidates, enhancing transparency and easing any anxieties related to the assessment process.

**What is KnowledgeSmart?**

* **Answer for Assessors:** KnowledgeSmart is a web-based tool that measures the software skills of teams in architectural and engineering practices. It provides a benchmark of basic proficiency across various software applications, helping to identify areas for improvement.

**What is the purpose of KnowledgeSmart assessments, and why should candidates participate?**

* **Answer for Assessors:** The assessments are designed not to monitor or judge but to identify current knowledge levels to pinpoint specific training needs. They help improve basic command and efficiency in software use, benefiting individual career growth and organizational efficiency.

**Is the assessment the same for everyone?**

* **Answer for Assessors:** No, the assessments can vary. They include modules ranging from introductory to advanced levels, tailored to individual roles and software usage frequency. Assessors should clarify that firms can customize content to fit their needs better.

**What topics do the assessments cover?**

* **Answer for Assessors:** Depending on the software, assessments typically cover a wide range of fundamental and advanced topics, such as basic commands and object creation, and more complex functionalities, like system preferences and advanced modeling.

**What if a candidate does not score well?**

* **Answer for Assessors:** Emphasize that the goal is not competition but personal growth. Scores are used to identify areas for targeted training to improve proficiency. Feedback and coaching notes are provided to help candidates understand their performance.

**Where can I find help sheets on the areas of the platform I need to work on?**

* Within the admin dashboard, navigate to the help menu.
* This page displays a range of admin resources and help guides.
The FAQ section provides answers to the most asked questions.
Click the 'Download' button next to each file name to access individual files. Select 'Download All Files' to access all files for each section.
Use the 'Your Resources' section to store your files and links.

**What is the difference between a test/assessment and a quiz?**

* Review this document within Pinnacle Series

[EP22 | Assessments vs Quizzes](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=fb348ee4-7eb1-43f9-a9d1-3988cc2a92a4)

**When and where will the assessment take place?**

* The administrator schedules assessments. Candidates needing to reschedule should contact their administrator directly. Assessors should ensure they communicate any changes promptly.

**How long does the assessment take, and what are the time expectations?**

* While there is no strict time limit, assessments typically take about an hour. Encourage candidates to work comfortably to avoid errors from rushing or spending too much time on a task.

**When do candidates get their results?**

* Results are provided immediately after completing the assessment. Candidates may also receive an email link to a detailed report, including performance feedback.

**How can you compare internal results with global benchmark data?**

* You can reference the global benchmark reports published by KnowledgeSmart on an annual basis
	+ [EP23 | Global Benchmarking Report - Revit Architecture 2023](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=77ec4023-0f94-4c90-8778-776bdbe84eec)
	+ [EP23 | Global Benchmarking Report - AutoCAD Civil 3D 2023](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=430c8363-5d4d-4f12-bbae-d487399a27e5)
	+ [EP23 | Global Benchmarking Report - AutoCAD 2023](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=29e1af8b-7fff-42fa-a313-25904788835b)
	+ [EP23 | Global Benchmarking Report - Revit MEP 2023](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=25b6ae4f-272c-4bc7-a314-6b1bc3fdbcc3)
	+ [EP23 | Global Benchmarking Report - Revit Structure 2023](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=5113a8ed-3818-4145-beb0-db831c7df139)

**How should candidates prepare for the assessment?**

* Candidates should familiarize themselves with the provided materials and ensure they understand the test environment setup. Remind them to follow the instructions carefully for each question to maximize their performance.

**Do your users or candidates claim the test invites are not being delivered?**

* Reach out to the IT department to verify if the required domains are whitelisted.
	+ [White Listing for System-Generated Emails](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=50654afb-7f4b-4a45-87fa-c0ae249de84f)

**What is the value of appending a general survey at the end of a test/assessment?**

* [The Value of Survey Questions (With Examples)](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=69937793-bc45-4268-a3b6-b2ec94790b42)