

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 3	Managing (parts of) information systems
Work process 3.4	Drawing up and monitoring procedures

For the assessment of progress during the practical training (PT)



Explanation of the evaluation form:

This evaluation form can be used in the PT to assess assignments and indicates how a participant has developed in carrying out the work. There is a separate evaluation form that can be used for each completed assignment (work process).

In the evaluation form, the same assessment criteria are used as in the testing of skills. The advantage of this is that the participant's progress can be assessed using the same assessment criteria during the entire course of his ROC career.

The evaluation form is oriented towards two aspects:

- Assessing the process: the method of working
- Assessing the result achieved

Indicated on each assessment table is whether it relates to the process (1) or the result (2).

The total score on the assessment form consists of four possible scores:

- score 0 = not be assessed/not applicable
- score 1 = room for major improvement, supplementation
- score 2 = room for minor improvement
- score 3 = satisfactory

In the event of a total score of 1 or 2 you are requested to show in the table of indicators below on the basis of which indicators you have reached your total score. These indicators show the participant clearly the areas in which he must improve to gain a good score (3).

The evaluation forms can be used with the practical assignments and qualification dossiers from 2007 - 2008.

Name of candidate:	Assessor:
Date:	2 <sup>nd</sup> assessor:

### Work process 3.4 Drawing up and monitoring procedures

1.	Stelt op adequate wijze procedures op en bewaakt deze (process)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Ensures that there are up-to-date and complete procedures for management and use.		3 – 2 – 1 – 0
Tests (data and hypotheses relating to) existing procedures on quality, accuracy, reliability and completeness and, if necessary, makes proposals for improvement.		3 – 2 – 1 – 0
Archives different types of documentation at the appropriate time and in the appropriate manner.		3 – 2 – 1 – 0
Ensures that users are aware of rules and agreements relating to the use of the data system.		3 – 2 – 1 – 0
Supervises adherence to procedures and instructions and, if necessary, undertakes the appropriate action if users and colleagues do not adhere to them.		3 – 2 – 1 – 0
Informs colleagues and users if/when changes have been implemented.		3 – 2 – 1 – 0
Remarks: ..... ..... ..... ..... .....		

## Work process 3.4 Drawing up and monitoring procedures

2.1	Clear, up-to-date and correct procedures and instructions (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Procedures and instructions are unambiguous and complete.		3 – 2 – 1 – 0
Procedures and instructions are correct and up to date.		3 – 2 – 1 – 0
Remarks:		
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2.2	Correctly and fully informed users and colleagues (result)	Total score: 3 – 2 – 1 – 0
Indicators		Score
Users and colleagues are kept informed of (altered) procedures and instructions.		3 – 2 – 1 – 0
The information is complete, unambiguous and correct.		3 – 2 – 1 – 0
Communications are prompt and to the satisfaction of users and colleagues		3 – 2 – 1 – 0
The style of communications is attuned to the audience.		3 – 2 – 1 – 0
Remarks:		
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