

RATER TRAINING

**Presented by
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OBJECTIVES

- **Identify Why Rater Training Is Needed**
- **Identify Benefits of Rater Training**
- **Identify How To Select Raters**

OBJECTIVES (CONTINUED)

- **Provide Overview of Rater Training**
- **Identify How To Compile Rater Boards**
- **Identify How to Monitor Raters**

WHY RATER TRAINING IS NEEDED

- **Review KSAs and rating process**
- **Maintain standardization, fairness and quality of ratings**
- **Limit potential for bias and error**

WHY RATER TRAINING IS NEEDED (continued)

- **Improve rater's observational skills**
- **Limit differences that may occur in ratings**

BENEFITS OF RATER TRAINING

- **Provides clarity on rating process**
- **Provides fair, consistent and well documented ratings**
- **Increase reliability and validity of the ratings**

BENEFITS OF RATER TRAINING (continued)

- **Results in less time spent on individual monitoring of raters/revising ratings**
- **Provides credibility and assists in the defense of the examination process**

RATER SELECTION

- **Supervisors and Managers**
- **Outside Raters With Credentials**
- **Rater Diversity**
- **Time Commitment**
- **Reasonable Numbers**
- **Knowledge/relationship With Candidates**

OVERVIEW OF RATER TRAINING

- **Background of Exam Process**
- **Why Rater Training**
- **Security**
- **Job Specification/Evaluation Guide**
- **Announcement**

OVERVIEW OF RATER TRAINING (continued)

- **Candidate's Rights**
- **Exercises**
 - Listening (Oral)
 - Behavior/Judgment (Oral)
- **Body Language/Facial Expressions**
- **Oral Board Script**

OVERVIEW OF RATER TRAINING (continued)

Common Errors in Rating

- ✓ Stereotyping
- ✓ Halo
- ✓ Leniency
- ✓ Strictness
- ✓ Central
Tendency
- ✓ Primacy
- ✓ Recency
- ✓ Contrast
- ✓ Just Like Me

OVERVIEW OF RATER TRAINING (continued)

■ Rater Materials

- Components of Exam
 - Exam Booklet
 - Reference Booklet
 - Written Exercise
- Candidate's Instructions
- Rater's Booklet of Exercises and Suggested Guidelines

OVERVIEW OF RATER TRAINING (continued)

- **Rating Forms**

 - Benchmark

 - Levels of Performance

 - Outstanding; Well-Qualified;
Qualified; Minimally Qualified;
Not Presently Suitable

OVERVIEW OF RATER TRAINING (continued)

- **Rating Instructions**

OVERVIEW OF RATER TRAINING (continued)

Oral Board Video

OVERVIEW OF RATER TRAINING (continued)

■ Important Tips To Remember

- Do not rate candidates against each other
- Ratings must be based on the benchmarks not on board members internal criteria
- Ratings must be based on responses
- Rate absence of material

OVERVIEW OF RATER TRAINING (continued)

- Give appropriate credit for what is provided
- Do not include elements of one exercise when preparing comments for another exercise (exception if there are 2 ratings for one exercise)
- Be Aware of Rating Problems

OVERVIEW OF RATER TRAINING (continued)

- **Rating a Mock Candidate**
 - Individual Rating
 - Group Discussion Regarding Ratings

OVERVIEW OF RATER TRAINING (continued)

- **Mock Rating**

Raters	Written Communication	Technical Knowledge	Supervision
Rater 1	2	3	1
Rater 2	1	2	2
Rater 3	3	2	1
Rater 4	2	3	1
Rater 5	1	2	3

OVERVIEW OF RATER TRAINING (continued)

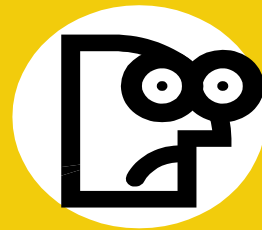
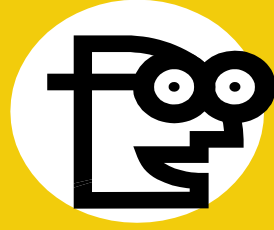
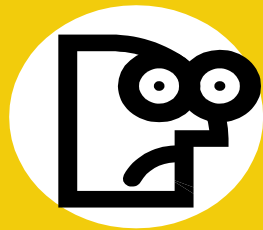
- **Rater Revision Form (Handout)**
- **Rater Questionnaire**
 - Used to Identify Training Issues
 - Used to Improve Training for Future Exams

BOARD COMPOSITION

- ❖ **Experienced Raters vs New Raters**
- ❖ **Current Agency Staff vs Hired Raters**
- ❖ **Time Commitment**
- ❖ **Rater Training**

MONITORING RATERS

- **Monitoring Each Board**
- **Review of Ratings**



It's QUESTION TIME!!

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