

EVALUATOR INTRODUCTION

One of the most important elements of the certification program is the role of the Test Observer. It is the responsibility of the Observer to ensure the certification test is delivered to the industry under the proper guidelines and follows the correct policies and procedures of the International Certification Council (ICC). The ICC is the governing body of PLANET's certification program.

In most cases, the Observer will come from another state or region. They will have experience in the industry and full knowledge of the Landscape Industry Certified (CLT/CHT) program. Most times they will also be Landscape Industry Certified. They have earned the right to serve as an Observer by being involved in their association's program and having a thorough understanding of all elements of the test. If you are interested in serving as an Observer at another association's test, speak to your Test Administrator.

It is the Observer's responsibility to review each problem station and bring any discrepancies to the attention of the Certification Committee. The Observer also monitors every aspect of the administrative procedures when there is no administrative observer assigned. The Observer is mandated to report inconsistencies in order to facilitate learning and improvement. They are also expected to highlight the positive aspects that can help other associations improve.

When the Observer visits your station, he will introduce himself if the opportunity is there. Most often he will stand quietly to the side, perhaps entering notes for the report. Your attention should remain on your candidate and you should carry on with the challenges of the problem. Do not become self-conscious or tense because the Observer is present. He works in the green industry as you do and shares a common goal of improving the landscape profession.

The Observer will not interfere with your interaction with the candidate except in extreme circumstances. If your candidate should become unnerved at being observed, attempt to put him/her at ease and urge the candidate to concentrate on the problem. The Observer may be nearby between periods when you are free to talk. This is your opportunity to ask questions or offer ideas and suggestions about your station or the overall program.

Your Observer is interested in fairness and that all procedures are followed. His report will be written in a spirit of correction to improve the test delivery, not criticism for the sake of embarrassment. Anything you can do as a judge to assist in achieving these goals is encouraged.

APPEAL PROCESS

FORMAL APPEAL PROCESS

Judging candidate performance has an element of subjectivity despite all efforts to make guidelines clear and deductions as specific as possible. Reviewing score sheets while the test is in progress is a measure to catch inconsistency in applying the guidelines and correct the judge immediately. But, disagreement with a judge's marks is inevitable and must be dealt with. Candidates take the testing process very seriously and, if they feel strongly that they were not treated fairly, the situation deserves reasonable investigation.

The following rules were established to give the candidates an opportunity to be heard without imposing an unreasonable burden on the licensee's certification committee.

1. The candidate has 30 days from the date of the results letter to appeal. Sending the letter to the Certification Coordinator/Test Administrator.
2. The appeal goes to a licensee committee of at least three reviewers that attempts to settle the matter.
3. The decision of the licensee appeals committee is final and needs to be documented.
4. The appeal process is to be completed within 90-days of the date of the appeal. During the appeal process, the ICC will only be available to consult with the licensee and will not interface with the candidate.
5. All appeals correspondence must be submitted to the ICC annually with the Administration Plan for review by the Authorization Panel.