

# World Rescue Organisation



**WRO Assessor Policy v1 WRO/Doc/25/ASS**



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## WRO Documentation

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## WRO Assessor Policy History

List previous versions

### Document Location

The source of the document will be found at – WRO Web site members Document Depository

### Revision History

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### Approvals

This document requires the following approvals.

Signed approvals should accompany this document.

<i>Organisation</i>	<i>Signature</i>	<i>Title</i>	<i>Date of Issue</i>	<i>Version</i>
D Zinge		Chair		
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### Distribution

This document has been distributed to the WRO Executive and WRO Committee as per the current mailing list. In addition, each WRO member organisation has been provided with a copy as indicated below:

Organisation	Title	Date of Circulation	Version
ARRO	WRO Member Level 1		
UKRO	WRO Member Level 1		
SAMRO	WRO Member Level 1		
VFDU	WRO Member Level 1		
ROI	WRO Member Level 1		
NAVRA	WRO Member Level 1		
ANSD	WRO Member Level 1		
TERC	WRO Member Level 2		
Ghana	WRO Member Level 2		
Sakhalin	WRO Member Level 2		
LRO	WRO Member Level 2		
SMURD	WRO Member Level 2		
ABRES	WRO Member Level 2		
France	WRO Member Level 3		
Moldova	WRO Member Level 3		
Czech Republic	WRO Member Level 3		
ALAREV	WRO Member Level 4		
AVEA	WRO Member Level 4		

## **Introduction**

The objectives of road rescue challenges are to create an environment for rescue/medical personnel to demonstrate their skills, practice and learn new techniques and exchange ideas and information with others across the industry. One critical element to facilitate this is the process of assessing teams in the challenges against recognised performance criteria and providing them with feedback so they can learn and improve the standard of service they provide 'on the road' to our industry's true customers, the unfortunate people trapped and injured in motor vehicles as a result of road collisions.

Road rescue is provided by many different organisations across the world, some using full time employees, others volunteers. Each has varied operating environments, standards of equipment, training and service delivery expectations. When rescue personnel from different organisations come together to participate in challenges it is essential to ensure that the feedback given to them by assessors is balanced and recognises the variations that can occur from one provider to another. To that end, the World Rescue Organisation (WRO) has adopted a philosophical position that all feedback should be based against what is an agreed 'best practice' standard of service delivery.

This policy has been developed to ensure the feedback delivered by assessors at world challenges is as consistent as possible, irrespective of the country or agency from which either the assessor or the team being provided with feedback comes from. The policy details:

- The expected standard of qualification and experience required by assessors
- The process for nomination and selection of assessors from WRO regional organisations around the world
- The expected commitment of assessors to participate at World Rescue Challenges (WRC) and their conduct during the challenges.

This policy is administered by the WRO Technical Committee and is regularly reviewed and amended.

## **Assessing streams and structure**

The WRO has determined that best practice for the assessment of rescue teams shall involve assessing their performance in the disciplines of command, technical rescue and medical treatment of the casualty(s) they encounter. Depending on the complexity of the scenario a team faces there may be one or more WRO assessors examining each discipline. In particular, in the medical area the WRO will make use of both interior and exterior assessors.

In addition to assessors in each scenario class, WRO challenges require a Deputy Head Assessor. Which is normally the Head Assessor **from the Host Organisation** to assist the WRO Head Assessor. Their roles are to oversee equity in all aspects of the challenge from scenario construction to assessment. They may provide feedback to assessors on performance and will arbitrate over any disputes or protests lodged by teams.

## **Pre-requisite qualifications/experience**

In order to be considered for an assessing role at a WRC, an individual must meet the following criteria:

### Exterior assessors (Command, Technical or Medical)

- Be a recognised member of a WRO regional organisation (e.g. SAMRO, UKRO, ROI, APRAT, TERC, VFDU, LRO, SMURD, ANSD etc.)
- Have a minimum 5 years rescue or pre-hospital medical experience as an operator or trainer and are still employed as such.
- Hold nationally recognised qualifications from their country in rescue or pre-hospital care
- Hold nationally recognised qualifications from their country as an instructor/trainer/assessor
- Have assessed a minimum of 10 challenges at levels below the WRC
- Have assessed at least 2 challenges in the last 4 years at the level immediately below world level conducted by the nominating organisation
- Have attended a WRO certified assessor workshop

### Interior assessors (Medical)

- Have simple acting abilities to enable appropriate response consistent with the injury pattern
- Good communication skills
- Sound basic knowledge of anatomy and physiology
- Hold current nationally recognised basic life support (BLS) qualification from their country
- Have undertaken some basic training as an assessor with their regional WRO member organisation
- To be physically fit and free from any physical or psychological condition which would prevent them for undertaking the role of a casualty in a road collision scenario

Desirable criteria for interior assessors include:

- Employment in the medical or pre-hospital care industry
- Be involved in training in the pre-hospital care industry
- Hold nationally recognised qualifications from their country as an instructor/trainer/assessor

The WRO recognises that individual member organisations of the WRO may choose to set standards that are higher than these, however these are the minimum pre-requisites for consideration as an assessor at a World Rescue Challenge.

## **Recognition of existing assessors**

The WRO has been conducting challenges for a number of years and many individuals have already assessed at these events. Subject to those individuals meeting the requirements of their WRO regional member organisation for current competency, those individuals will be recognised as meeting the assessment criteria for these challenges, if they have assessed at a World Challenge in the last 5 years.

## **Nomination and selection process**

Selection for an assessing role at a WRC is a two stage process. The first stage is a request for expressions of interest for a pool of potential assessors. The invitation is issued by the WRO Head Assessor/Assessor Co-ordinator to the Head Assessors of the various WRO member organisations.

The second stage is to select the actual assessor panels for each class and the Deputy Head Assessor from host organisation. This process will be managed by the WRO Head Assessor/Assessor Coordinator.

Travel arrangements and costs to and from World Rescue Challenges will be the responsibility of the nominated assessor/parent organisation. However, accommodation and sustenance (during the working day) will be borne by the hosts. Hotel accommodation is normally on a twin-room share basis unless single room is the preferred option by an assessor.

Arrangements for travel and hosting of assessors for the WRC are detailed in the Memorandum of Understanding between the WRO and host organisers of the challenge from year to year. A copy of this is available on the WRO web site ([www.wrescue.org](http://www.wrescue.org)).

## **Attendance at WRO Assessor's Workshop**

As part of the preparation for each WRC, the WRO will arrange and conduct an assessor's workshop on the day before the challenge commences, usually at the venue. This will be arranged in conjunction with the hosts. **Attendance by all assessors (interior and exterior) participating in the challenge is mandatory.** Anyone who cannot participate fully in this workshop cannot assess at the challenge that year.

## **Code of Conduct**

It is the responsibility of all assessors selected for a WRC to familiarise themselves with the principles of this policy and to adhere to this code of conduct whilst conducting official duties or activities.

WRC assessors will at all times show the utmost respect for all persons. This involves:

- Being honest, considerate and fair
- Treating others with dignity and not harassing, or unlawfully discriminating against them
- Acting impartially and without favouritism
- Being tolerant of other views and ideas

- Being helpful to others
- Maintaining confidentiality and respect for privacy

The assessors have a duty to ensure that team members receive:

- Appropriate feedback and communication on their performance
- Fair and consistent scoring
- Healthy and safe working conditions
- An environment free from harassment, discrimination, bullying and intimidation
- A reasonable explanation for decisions made.

Assessors must have professional respect and cross cultural awareness of the diverse range of skills, activities, talents and overlapping interests of all participating teams and countries at a WRC. In particular, assessors must acknowledge that language, cultural and organisational protocol differences are not necessarily inherently wrong just because they are different from those the assessor has been exposed to.

Only WRO Executive Committee members are authorised to comment on behalf of WRO and all requests for comment should be referred to the WRO Secretary in the first instance.

WRO assessors will at all times:

- Perform their duties with proper diligence, care and attention
- Seek to achieve high standards of performance and professionalism
- Avoid behaviour that reduces the diligence of other WRO personnel
- Actively participate in skill enhancement activities relevant to their position
- Not use their position for private advantage or profit
- Make every effort to prevent equipment loss, damage or inappropriate utilization
- Make every effort to maintain a safe, controlled working environment and thereby eliminating or minimizing any injury to persons and/or the environment
- Not participate in any improper activity that is likely to bring discredit to the reputation of the WRO or the Host organisation
- Ensure that they are fit for duty and not impaired by alcohol, drugs and other substances.

WRO assessors cannot be part of a team. In this context, 'part of a team' means a member of the team, its reserve, coach or manager. It is however, recognised that often assessors have been former team members or come from the same rescue service as a participating team. If a situation arises where a WRO assessor has an actual or potential conflict between their official duties and a team, which may compromise their integrity and/or impartiality, the assessor should:

- Disclose anything which could impact adversely on WRO
- Advise the WRO (WRO Head Assessor/Assessor Co-ordinator) of the actual or potential conflict of interest at the earliest possible opportunity and seek advice regarding whether the situation may amount to an actual or potential conflict of interest
- Be alert to any actual or potential conflict of interest
- Take steps to avoid any conflict of interest.

WRO assessors shall not ask for, encourage the offer of, or accept any form of benefit or gift in connection with the performance of their official duties, except where:

- The gift or benefit is offered at award ceremonies where a personal gift of nominal value is customary.

WRO assessors must make their own arrangements and confirm in writing to the WRO that they have appropriate insurance cover for the activities they are going to undertake as part of the challenge. In addition, WRO assessors will need to provide all their own personal protective clothing and equipment (including clipboards, stopwatches etc.) which, as a minimum, meets recognised standards in their home jurisdiction. Please note, that in most cases the hosts will endeavour to provide helmets for the assessors in recognition of the difficulty of long haul travel with such an item. This will be confirmed by the WRO Head Assessor/Assessor Coordinator from challenge to challenge.

Only WRO Assessors (and Shadow Assessors on successful completion of a WRO Assessor Workshop) and have the signed and endorsed WRO Assessor Certificate will be entitled to wear the WRO Assessor patch on their apparel.