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BSS EXAMINER NEWS

Dear Examiner

In response to requests for support and feedback from examiners we will soon be rolling out a program of Desktop Assessments. Designed to aide you to deliver Examinations fully consistent with the BSS Examination Checking Procedures (ECP) and general Examination guidance. Some examiners will have participated in very similar Desktop Assessments in 2017/18 following the introduction of the revised BSS Hire Boat Requirements, and all examiners will have experienced a similar documentation review as part of previous Field Assessments.

Desktop Assessments are one of the BSS Office's quality assurance measures and are an opportunity for collaboration between Examiners and the BSS Office Team to assess your performance and identify any improvement needs.

There are no pass or fail outcomes, but you will receive feedback from the Assessor during a telephone conversation and in writing.

When the results from Desktop Assessments are correlated, they also form a benchmark against which the level of competence and performance of all Examiners can be assessed and any need for further support from the BSS Office identified.

Desktop Assessment will focus on:

1. your use of the BSS checking procedures/ checklist during Examinations
2. how you report Examination outcomes to boat owners, (your customers)
3. your recording of Examinations on the BSS database, (Salesforce)
4. your understanding of the ECP Requirements through how you record non-compliant mandatory Checks
5. your understanding of the ECP Requirements through how you record non-complaint Advice Checks
6. your record keeping

It is intended that all Examiners shall be asked to participate in a Desktop Assessment at least once every twelve months in line with CoR.

The Assessors undertaking the Desktop Assessments may be members of the BSS Office Team and or BSS Quality Control consultants.

The criteria for each Desktop Assessment shall comprise of an initial contact by email from your Assessor. The email will identify three boats you've examined within the previous twelve months (although this time scale may vary depending on how many Examinations you undertake).

For each of the three boats you will be asked to provide the Assessor with copies of the following:

1. The checklists used during the associated Examinations.
2. The appliance, ventilation and portable fire extinguisher information recorded at the time of any 'pass' Examinations (where this information is not already recorded on Salesforce).
3. Any warning Notices issued.
4. Any reports to boat owners (or their representatives) identifying non-compliant Checks (e.g.

Customer Report Forms/Status Report Forms, or other bespoke reporting methods) for Examinations where you did not use a Salesforce generated BSS Examination Report to report your Examination findings to the boat owner.

You will be asked to provide the above documentation within 14 days of the date of the initial email, which you can do either by post or electronically (e.g. by email).

Once the Assessor has viewed the received documents, they will normally get back in touch with you either by telephone or email within 14 days to arrange a date and time for a feedback telephone conversation.

During the feedback telephone conversation, the Assessor will talk you through their findings, they may also ask you to provide more detail on the 3 boats boats/Examinations.

Within 7 days of the feedback telephone conversation you will receive written feedback from the Assessor, which will also be forwarded to the BSS Office Team.

Although not part of the formal assessment, the BSS office seeks your feedback at every juncture. Therefore, you are welcome to take the opportunity to discuss any queries, concerns or other matters you would like to air with the assessor. You can raise any subject matter you like. It can be about your own knowledge or skills, or it can be about more general issues. Particularly welcome are constructive suggestions where you may have spotted a specific matter that the BSS Office Team can do better or differently that will have a positive impact on their or Examiner performance. If you raise any such discussion topics you will be asked whether you would like them to remain informal (just between you and the Assessor), or whether you are happy for them to be taken back to the BSS Office Team.

We predict you may have a few questions so we have a section on the Examiner Support webpages dedicated to this subject which can be found here 'Desktop Assessments: Essential Info' in the form of a series of questions and answers designed to explain the procedure as concisely and fully as possible.

Hopefully it will give you all the information you need, but if you do have any questions not answered there, or any concerns please do not hesitate to raise them.

Best regards and keep safe,

Kevin Tyson

BSS Manager