






Revenue Control Inspector

2010

Course
notes
Day 15

Session Objectives: <ul style="list-style-type: none"> • 	
Materials needed: <ul style="list-style-type: none"> • RCI Law Books • Smith and Keenan's English Law • RRA 1889 and Bylaws • Case Studies folder byelaws/answers • Police and criminal Evidence Act 1984 	
	Group work
	Flip chart work
	Insert slide from presentation and place slide number underneath
	Insert this symbol when there is a link to the valuing time behaviours
	Information for the trainer (cell coloured in grey)

SESSION SUMMARY

Time	Session Summary	Type of Learning Check
09:00	<p>Prepare room, collect materials and equipment needed.</p> <p>Prepare delegates for assessment</p> <p>Pre-assessment break</p> <p>OPT Assessment in classroom (paper based) Computer based Assessment held in CBT room.</p> <p>Feedback to delegates</p> <p>Arrange resits for next day if required, end of session</p>	CBT Assessment

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
09:00	Prepare room, ensure materials and equipment needed are in place.
	Prepare for assessment Deal with any last minute questions/problems the delegates may have. Consolidate where necessary.
	Break
	Case study assessment <ul style="list-style-type: none"> • The pass mark is 80%. • If the delegate achieves a standard of 65% - 79% they are entitled to a re-sit.
	Feedback Use this time to feedback to delegates individually. Make arrangements for any delegates that were unsuccessful, next day or Monday. Delegates who do not meet the standard required for a re-sit have to meet with the Team Leader with the possibility of an exit interview being conducted.
	Lunch
	CBT Assessment Assessment briefing Trainers should be aware of the CBT The assessment consists of 50 questions. The pass mark is 80%. If the delegate achieves a standard of 65% - 79% they are entitled to a re-sit. Any delegate failing to meet the re-sit standard must be interviewed by a manager and a plan of action undertaken, possibly leading to dismissal. The re-sit needs to be taken the next day, if possible. Trainers are to ensure that they are aware of the CBT User Guidelines before undertaking any CBT assessment. The

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
	<p>guidelines are available in the CBT room, Ashfield House. Trainer must complete a Period Performance Information form for the assessment.</p> <p>Trainer to read the following to delegates, this can be found in the CBT room.</p> <p>Trainer to read the intro to CBT assessments in full, this can be found in the CBT room.</p> <ol style="list-style-type: none"> 1. Please switch off all mobile telephones and pagers 2. Is there any reason why any of you should not undertake this assessment? 3. CBT assessments are being used because they are fair, unbiased and objective 4. The underpinning knowledge being assessed is relevant to your role 5. You will not be allowed to leave the room once the assessment has started, other than in exceptional circumstances 6. You must know your employee number before starting the assessment 7. A practice session is available if you want to use it 8. You can make notes during the assessment but the notes cannot be removed from the room 9. You may only speak to the trainer during the assessment 10. If you speak to anyone other than the trainer you may be withdrawn from the assessment 11. Hold up your hand if you require the trainer's assistance during the assessment 12. Has anyone got any questions? 13. Please read the card in front of you 14. Has anyone got any questions? <p>Assessment 75 mins.</p>
	<p>Feedback</p> <p>Use this time to feedback to delegates individually. Make arrangements for any delegates that were unsuccessful, next day or Monday. Delegates who do not meet the standard required for a re-sit have to meet with the Team Leader with the possibility of an exit interview being conducted.</p>

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
	Break
16:00	End of Day 15 <ul style="list-style-type: none">Monday smart plain clothes for court in afternoon