

ROLE AND RESPONSIBILITIES OF THE ASSESSORS

This document outlines the typical duties expected of the assessors and may be subject to change. In the frame of the ASEAN Sustainable Tourism Award, an assessment is the process of making judgements about a team of applicants' competences through matching evidence collected to the appropriate outcomes related to the ASTA selection criteria that have been endorsed by the ASEAN Tourism working group.

ROLE OF THE ASSESSORS

The role of the assessors is different to that of the national coordination entity. The role of each assessor is to make an informed judgement about the range of evidences a team of participants may produce to demonstrate their competence to meet the assessment criteria.

To maintain objectivity:

- Assessors must be proficient in the subject matter of the area in which they are assessing;
- Best practice is to ensure assessors should not also be directly or indirectly linked to any competing product;
- Any person who has a personal interest in the result of the assessment does not undertake any assessment of application.

Where this is not possible, national coordination entity should discuss acceptable options with the ASEAN secretariat

RESPONSIBILITIES OF THE ASSESSORS

- Carrying out desk and field assessments in accordance with ASTA selection criteria and correctly completing all compulsory assessment documentation
- Ensuring evidence provided by team of applicants is sufficient to meet ASTA requirements
- Providing objective feedback to the team of applicants about performance and achievement
- Completing all relevant assessment forms and returning them to the ASTA national coordinator contact
- Providing feedback to the national coordinator contact
- Regularly review and update selection criteria in the future ASTA editions (progressively introduce remaining ASEAN standards) and implement changes as and when required

CONCLUSION

It is important for the assessor to have good interpersonal skills and to be able to communicate effectively with team of applicants. The assessor needs to establish a trusting relationship with the teams of applicants when undertaking the field visits. The applicants should feel that:

- The assessment is fair
- The assessor acts with integrity
- The assessor maintains confidentiality
- The assessment is conducted according to the principles of a good assessment