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Nota di contenuto	Performance-Based Certification; Contents; List of Tables, Figures, and Exhibits; Contents of the Website; Introduction; Chapter 1: The Driver; WHY ORGANIZATIONS CERTIFY; Protecting the Public; Reinforcing Professional Stature and Promoting Universal Standards; Preparing People for Jobs Requiring Competence in Multiple Disciplines; Protecting Jobs and Enhancing Professional Stature; Improving Business Processes; Establishing Professional Credibility and Influencing Academic Curricula; Establishing Uniform Performance Standards; Protecting the Brand Name; Raising the Level of Core Competencies SUCCESS MEASURES WHO TO INVOLVE; The Players; Target Audience; Stakeholders; BENEFITS OF CERTIFICATION; MISSTEPS AND OVERSIGHTS; TIPS; SUMMARY; WHERE TO LEARN MORE; NOTES; Chapter 2: The Business Case; WHAT GOES INTO A BUSINESS CASE; HYPOTHESES, PREMISES, AND BEST GUESSES; METRICS OR KEY SUCCESS INDICATORS; Economic Metrics; Noneconomic Metrics; THE REQUIREMENTS; MISSTEPS AND OVERSIGHTS; TIPS; SUMMARY; WHERE TO LEARN MORE; NOTE; Chapter 3: The Requirements; DISTINCTIONS AMONG ELIGIBILITY,

QUALIFICATION, AND CERTIFICATION; ROLES CERTIFICATION PLAYS; Gatekeeping or Screening
Recognizing Demonstrated Performance
Recognizing Different Levels of Accomplishment or Different Capabilities; TYPICAL REQUIREMENTS FOR CERTIFICATION; Acceptance of a Code of Conduct; Eligibility; Education, Training, and Development; Endorsements; Experience; External Credentials; Tests; Work Samples; Work or Personnel Records; Maintenance and Recertification; MISSTEPS AND OVERSIGHTS; TIPS; SUMMARY; WHERE TO LEARN MORE; NOTES; Chapter 4: The Standards; COMPETENCIES, STANDARDS, AND CRITERIA; DEFINING THE SCOPE OF THE EFFORT; THE JOB OR TASK ANALYSIS; Traditional Job/Task Analysis Methodologies
CONTROLLING BIAS
Sampling Error; Design Error; Administrative Error; DESIGN OF THE CREDENTIAL; Certification vs. Certificate; The Elements; MISSTEPS AND OVERSIGHTS; TIPS; Standards; The Design; SUMMARY; PROCEDURES; Focus Groups; The NGT; Outcome-Based Competency Session; Delphi Study; WHERE TO LEARN MORE; NOTE; Chapter 5: Assessment; DEFINITIONS; RIGOR AND VALIDITY; Sampling Error; Under-Representation; Extraneous Abilities; Test Specifications; Design Errors; Administrative Error; TYPES OF TEST ITEMS; Response-Supplied Items; Response-Not-Supplied Items; COMPUTER-BASED TESTING DETERMINING THE PASSING SCORE
Informed Judgment Method; Contrasting Group Method; Conjectural (Angoff-Nedelsky) Method; ISSUES IN ASSESSMENT AND TESTING; Opportunity to Learn; Adequate Time and Resources; Face Validity; Documentation; MISSTEPS AND OVERSIGHTS; TIPS; SUMMARY; WHERE TO LEARN MORE; Chapter 6: Governance and Administration; RESPONSIBILITIES OF THE GOVERNANCE BOARD; Candidate Rights; Disclosure; Appeals and Exemptions; Preparation and Remediation; Ethics; Fees and Compensation; Test Administration; RESPONSIBILITIES OF THE PROGRAM ADMINISTRATOR
Establishing Administrative Support Systems

Sommario/riassunto

"Are your employees qualified? Looking for qualified people to do competent work? How do you ensure that the people you hire can do the job right? An ever-increasing number of organizations are asking the same questions. Certification planning is the answer and Performance-Based Certification is the key. This is the only book on the market that addresses the growing need to monitor the qualifications of employees. You'll be able to quickly customize the certification tests and other job aids provided on the accompanying disk. Create a certification program within your organization to: Instill confidence that employees, members, or suppliers are qualified to meet the needs of your customers Ensure that your workforce is trained and competent to their job Make your hiring process more cost effective and legally defensible Recognize competence and consistency of your employees Once you've identified the need for a certification program, what's the next step? All of the answers are here!"--
