

## Preparing to talk to staff at Registered Organisation inspections

On the afternoon of inspection day, panel members will talk to staff either face to face or in person.

### Purpose

This will vary from one organisation to another but may include:

- Gathering more information about a particular aspect of the service from the person in charge or the people most closely involved.
- Assessing knowledge and understanding. It is the organisation who is being assessed not the individual so the questions are about the whether the individual has been given the knowledge and resources to understand their role and do their job competently.
- Comparing and contrasting the individual's experience and understanding with the information provided by the senior management team in the morning.
- Identifying good practice or further areas for improvement.

### Procedure

- *Make sure the conversation is private and they are comfortable.*
- *Introduce yourself.*
- *Record their name and job title and quick bio (length of time with company, previous experience).*
- *Ask if they understand the process taking place and if not, give a quick recap.*

*"This is a Registered Organisation. In order to remain registered it has to apply every 3 years and as part of the application the organisation is inspected by group of peers to ensure it still meets the requirements for registration. As well as talking to the senior management team, it is important we hear from as many members of staff as possible and that is why we are talking to you today".*

- *Explain their comments will not be accredited to them and any feedback will be treated with the utmost sensitivity.*
- *We are assessing the organisation, not their competence*
- *We will not share their comments with anyone other than the other panel members ie not with other interviewees at this session*

Try to ask **open questions** (not ones leading to a Yes/No answer). Start questions with why, how, what, describe, tell me about, what do you think about.....?

### Questions

Opening questions to get the conversation started and pinpoint any strengths or areas for further development could be any variation on:

- Give me a couple of reasons why you like working for (this RO)?
- What would you change if you could?

Subjects for further questions may relate to what you heard in the morning session or have picked up from the application form or from your prior discussion with the other panel members, but could include:

### **Competence (questions mainly relate to fieldwork, but can be tailored to job role)**

- What do you understand about the purpose of your role - within the planning process for example?
- What aspects of your site induction worked well? What do you think was missing?
- Tell me about your access to relevant records (WSI, risk assessment, H&S information)?
- How knowledgeable do you feel regarding the identification of material in the field and competent at recognising basic differences (Dating for example)?
- What has helped develop your competence at recognising significant features across a range of archaeological types and techniques such as building recording, or industrial archaeology? In what way could it be improved?

### **Training**

- How do you access training?
- Who sets your individual training plan? How do you use it?
- What was the date of your last appraisal? How did you identify and agree your training needs? What else was discussed?
- What do you understand by the term CPD and how and when do you record it?
- What use do you make of the BAJR skills passport?
- Tell me about the support you get from supervisors
- As a supervisor, what training did you get for supporting skills development and how are you supported in this role?
- What training do you get beyond technical skills? Describe the company's approach to training in ethical competence, leadership, research, report writing, soft skills such as listening, time management, team working, communication

### **Engagement**

- How do you communicate within the organisation (up, down and sideways ie with other team members)?
- What are the mechanisms for providing feedback from the staff working remotely or out on site? How receptive are the management team/HR to listening to feedback and reporting on any subsequent action?
- What do you know about the company?
- Describe your feeling of belonging/being part of the team.
- How do you see your progression opportunities. In what way are you involved in other aspects of the process e.g. report writing?

### **CifA Accreditation**

- What explanation, encouragement or support does the company provide regarding CifA accreditation (membership)

### **Welfare**

- Describe staff welfare arrangements?
- What sort of accommodation is provided for away work

- How is time allocated for travelling to site

### **Empowerment**

- What are the mechanism for reporting concerns on any issues (health and safety, quality, welfare, techniques, methodology, personal etc)? How do you feel these are addressed?
- As an employee, how valued to you feel? How do you feel your views and opinions are valued and heard?