

Scoring assessment model

Name of candidate:.....

Competence criterion	Demonstrated?	Not demonstrated if the candidate...	Points	Remarks
1.1 The candidate welcomes the reporter in at least two ways and introduces him/herself.	Yes/No	...the candidate does not welcome the person making the complaint in various ways (e.g., suitable welcome, indicate a chair, offer a drink, indicate that presence is valued). ...the candidate does not introduce him/herself to the reporter.	Competence not demonstrated ▪ Candidate scores 0 points Competence demonstrated ▪ Candidate scores 1 point	
2.1 The candidate explains the competences of a confidential advisor.	Yes/No	... the candidate does not create clear expectations about his/her potential role in the situation of the reporter.	Competence not demonstrated ▪ Candidate scores 0 points Competence demonstrated ▪ Candidate scores 1 point	
2.2 The candidate explains the limits of confidentiality.	Yes/No	... the candidate does not explain 'confidential unless'. ... the candidate gives an ambiguous and/or unclear explanation of the concept of 'confidential unless'.	Competence not demonstrated ▪ Candidate scores 0 points Competence demonstrated ▪ Candidate scores 1 point	
3.1 The candidate remains silent at the right times to give the reporter some space before responding to what they said.	Yes/No	... the candidate repeatedly fails to give the reporter an opportunity to add to his/her story.	Competence not demonstrated ▪ Candidate scores 0 points Competence demonstrated ▪ Candidate scores 1 point	
3.2.1 The candidate uses follow-up questions as a conversation technique.	Yes/No	... the candidate barely uses this conversation technique, if at all. ... the candidate does not ask follow-up questions about relevant matters. ... the candidate does not adequately use this conversation technique.	0 competencies demonstrated ▪ Candidate scores 0 points 1 competence demonstrated ▪ Candidate scores 1 point	

3.2.2 The candidate uses reflective listening as a conversation technique.	Yes/No	... the candidate barely uses this conversation technique, if at all. ... the candidate does not adequately use this conversation technique.	2 competencies demonstrated ▪ Candidate scores 2 points	
3.2.3 The candidate uses summarising as a conversation technique.	Yes/No	... the candidate barely uses this conversation technique, if at all. ... the candidate fails to check, while summarising the conversation, whether the reporter understood what he/she was saying. ... the candidate does not adequately use this conversation technique.	3 or 4 competencies demonstrated ▪ Candidate scores 4 points	
3.2.4 The candidate uses an I statement and short sentences to summarise his/her observations (e.g.: 'I see that this affects you, I see that you've hit your limit').	Yes/No	... the candidate does not use I statements. ... the candidate uses long sentences in the I statement. ... the candidate adds his/her own interpretation to the I statement.		
3.3 The candidate adapts all communication to the reporter by adapting his/her communication and style to the interlocutor's.	Yes/No	...the candidate's tone of voice is unnecessarily formal. ...the candidate's communication is too simple.	Competence not demonstrated ▪ Candidate scores 0 points Competence demonstrated ▪ Candidate scores 1 point	
4.1 The candidate assumes an active listening attitude and aligns his/her verbal behaviour with his/her non-verbal behaviour during the conversation.	Yes/No	... the candidate does not make eye contact. ... the candidate is slouched in his/her chair. ...the candidate does not give signs of encouragement by nodding or humming (uhuh/mmh) now and then. ...the candidate hardly makes gestures that are appropriate or support the narrative, if at all.	Competence not demonstrated ▪ Candidate scores 0 points Competence demonstrated ▪ Candidate scores 1 point	

4.2 The candidate speaks and acts without judging.	Yes/No	<p>... the candidate expresses his/her personal opinion about the person implicated in the situation.</p> <p>... the candidate expresses his/her personal opinion about the behaviour of the reporter.</p> <p>...the candidate actively expresses a moral judgement in verbal and non-verbal behaviour.</p> <p>... the candidate interprets things.</p>	<p>Competence not demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 0 points <p>Competence demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 2 points 	
4.3 The candidate ensures that the reporter controls the situation, through verbal and non-verbal behaviour.	Yes/No	<p>... the candidate fails to respect the character of the intake session with respect to control of the situation.</p>	<p>Competence not demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 0 points <p>Competence demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 2 points 	
5.1 The candidate gives the reporter an opportunity to add to the intake session.	Yes/No	<p>... the candidate does not give the reporter the space to add elements to the conversation.</p>	<p>Competence not demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 0 points <p>Competence demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 1 point 	
5.2 The candidate ends the conversation in an appropriate way.	Yes/No	<p>... the candidate does not end the conversation.</p> <p>... the candidate does not thank the reporter for their trust.</p>	<p>Competence not demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 0 points <p>Competence demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 1 point 	
6.1 The candidate uses the available time to focus on the main elements of the case.	Yes/No	<p>... the candidate fails to use the available time to highlight the main elements of the case.</p> <p>... the candidate does not take control of the intake session.</p>	<p>Competence not demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 0 points <p>Competence demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 2 points 	

<p>7.1 The candidate reflects in-depth on his/her own actions during the assessment, focussing on what went well and points for improvement.</p>	<p>Yes/No</p>	<p>... the candidate fails to reflect in-depth on his/her own actions. ... the candidate is unable to list points for development. ... the candidate cannot suggest an alternative approach with respect to the points for the development.</p>	<p>Competence not demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 0 points <p>Competence demonstrated</p> <ul style="list-style-type: none"> ▪ Candidate scores 2 point 	
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