

# Job Description: Quality Assurance

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## Who Are We Looking For?

Responsible adult from the sponsoring state

## Why Do We Need You?

In many ways, the Quality Assurance is a second Event Manager. You watch over everybody and everything, especially the judging process, to make sure that the guidelines are followed. You triple check all rating sheets and timekeeper logs for accuracy. You orient the judges - If our judges don't know what they are doing, and don't have a process to follow, the event will not be successful. YOU are the person who ensures the judges know their role. You help provide a system of checks and double-checks for all event paperwork and judging processes.

## Before the Event

- Review the guidelines. Remember, guidelines change annually so they need to be reviewed each year, regardless if you have worked on this event in the past.
- Eliminate the word “disqualify” from your vocabulary, make it fun, and make this a positive experience for the competitors! They worked so hard to get here.
- Understand that ILC may be different from your state and/or regional conferences; realize you must approach the event from an international perspective now and do things the “HOSA way”, not the way it was done in your particular state.
- Do not plan extracurricular activities during event commitment time.
- Make sure you know where you are going – find your event room(s) – verify when you need to be there.
- Become familiar with the HOSA Cell Phone and Smart/Electronic Devices Policy found in Appendix G at <http://hosa.org/appendices> .

## Pre-Communication

- Participate in a phone call in May with the National CE Lieutenant who is responsible for overseeing your assigned event. Ideally this phone call will be between the EM, QA, and Lt. The HOSA CE Lieutenant will reach out to you no later than May 20th via the contact information provided by your State Advisor.

- So you are familiar with the information sent to the judges, review the Judge Info video posted online at:  
<https://www.youtube.com/watch?v=NDfJRntpxA8&feature=youtu.be>
- Work with the Event Manager to identify 1-2 of your event personnel who, if needed, could step in to serve as an event judge at the last minute.

### **At ILC**

- Attend the EM/QA orientation scheduled on Wednesday at ILC.
- Attend the Judge Meal and Orientation time (both rounds if applicable). You will orient the judges for your event while the Event Manager and Section Leaders prepare the event site.

### **Judge Meal and Orientation**

- All judges will report to the specified Judge Meal and Orientation room
  - You will meet your judges in this room (not in the actual event room in most cases)
  - After the meal and orientation, you will escort the judges to the event rooms and place them appropriately in the section rooms
- Use the Judge Orientation Script when meeting with the judges to cover all applicable information.
- Work with the Judge Coordinator and HOSA staff to ensure you have enough judges for your event
  - In objective skill events (where competitors either do the item on the rating sheet or they do not) one judge per section is sufficient.
  - In subjective events, where competitors are rated on a scale of 1-5, 15, 20, (etc.) for each item on the rating sheet, then two judges per section are required. You may have 3-4 judges per section if that many judges are available. But the judges per section **MUST** be the same. If for some reason you end up with 3 judges per section, and one section with 4 judges...please know the scores of the 4<sup>th</sup> judge are thrown out in Tabulations so that the standard deviation formula will work correctly.
  - We never turn judges away, they are our VIP guests and we always assign them and let them help. The exception is local advisors – local advisors should only be used as judges when there is a shortage of industry partners available.
- Assign judges to each section room.

## During the Event

Be kind. Competitors are typically extremely nervous, and your warm and caring attitude toward them makes a big difference.

Be flexible and open to change. Be willing to troubleshoot as needs arise. Be willing to help anywhere. You may be asked to help in another role than the one you were originally assigned. This will only happen when we really need you there.

### Rating Sheets & Guidelines

- Remind judges/Section Leaders
  - Use #2 pencils
  - Bubble the entire bubble
  - Make a notation regarding any scores of zero
  - Do not write on the edges of the scantron

### Communication

- Communicate with the Timekeeper to ensure the Timekeeper Log is being filled out correctly and completely.
- Communicate with the Section Leader to ensure each section is running smoothly and that the guidelines are being followed.
- Communicate with the judges (via the Section Leader in some cases) to ensure the rating sheets are being completed correctly as listed above.
- After the first competitors/team compete, check in with the section leader to ensure everything has started and is operating smoothly. Continue to remain in contact with the Section Leaders during the event.
- Write judge thank you cards during the event that will be distributed to judges before they depart.

### Challenges

Involve the Event Manager if there are any challenges or rule violations.

## After the Event

Complete the event personnel evaluation form with specific suggestions for improvement so that we can continue to improve for the future.

### Review the Timekeeper Logs with the Timekeepers

- Sign the Timekeeper Logs indicating they were filled out correctly and completely.
- There will be Timekeeper Logs from each section.

### **Review the Rating Sheets**

- Review the rating sheets to ensure process was followed and to get a big picture look at the event.
- Check each rating sheet for one mark per criteria and zeros as applicable, and that no marks are on edges of Scantron.

### **Review the Event Section Summary Form with the Event Manager and Section Leader (there will be one form per section)**

- Review any notations that might affect the final results. The QA & EM must initial any notations indicating agreement/confirmation.
  - Dress Code or Process Violations (i.e. missed orientation, was wearing shorts and flip flops)
  - No-Shows
  - Additions (changes in names/teams or new competitors who arrived but were not on original list)
- Review the feedback and comments on the Section Summary Form
- Sign the Section Summary Forms indicating all scantrons were completed correctly and all event processes were followed and you approve of all information on the Section Summary Forms.

### **Confirm that Each Section Leader has properly provided Materials for Submission**

- Competitor list by section (any no-shows clearly crossed out).
- Confirm all rating sheets have been filled out correctly and completely.
- Rating Sheets or Test Scantrons separated into two piles:
  - 1) TO BE SCANNED
    - Please do not use paper clips on those to be scanned.
    - Any teams/competitors that were added onsite **MUST** be flagged with a sticky note and labeled so Tabulations can assign them a competitor ID #. **DO NOT** use a no-show scantron for a team/individual who registers on-site. Give them a blank scantron. On-site additions should also be listed on the section summary form.
    - Count the number of forms to be scanned and write it on a post-it note on top of the packet of “to be scanned” scantrons forms. This allows Tabulations to verify they have scores for the correct number of competitors/teams.
  - 2) NOT SCORED
    - Any scantrons of no-show competitors (marked out with an X across **entire** rating sheet AND listed in the chart above).
    - Extra blank scantrons that were not used.
- Evaluations
- Timekeeper Logs
- Any Event Materials (HOSA copies of portfolios, resumes, etc.)

### **Group Debrief between Each Section Leader, Quality Assurance and Event Manager**

- Review the Section Summary Form with the Section Leader – The EM and QA both sign it indicating all processes were followed.
- Review the Timekeeper Log with the Section Leader – You need to sign it indicating it has been completed correctly and completely.
- Collect all paperwork that was prepared by the Section Leaders.
- Cleanup any remaining items at the event site.

### **Final Group Debrief between Event Manager, Quality Assurance and CE Lieutenant**

- Turn in all paperwork and results to HOSA headquarters.
- It is crucial that you provide immediate feedback on the success of the event, situations that may impact the outcome of the event standings and written suggestions for improving event management or the event guidelines.
- Review any special notations with the Lieutenant. If the Lieutenant agrees, he/she also initials the notation.
- Review and read the competitors, personnel, and judge evaluations. Make any additions/notes to help HOSA staff understand the comments.