

SOP: Evaluator Training and Calibration Standards

This SOP defines **evaluator training and calibration standards**, focusing on the consistent preparation and alignment of evaluators. It covers training protocols, calibration exercises, performance assessment methods, and quality control processes to ensure reliable and unbiased evaluation outcomes across all assessments.

1. Purpose

To standardize the training, calibration, and ongoing assessment of evaluators, ensuring consistent, reliable, and objective evaluation processes across all assessments.

2. Scope

This SOP applies to all personnel responsible for conducting evaluations within the organization, as well as those involved in the training and quality assurance of evaluators.

3. Definitions

- **Evaluator:** An individual authorized to assess or rate using established evaluation criteria.
- **Calibration:** A process where evaluators align their scoring practices, ensuring consistent interpretations and applications of assessment criteria.
- **Training:** A structured process to equip evaluators with the necessary skills, knowledge, and understanding of the evaluation process.

4. Training Protocols

- **Initial Training:**
 - Overview of evaluation criteria, rubrics, and scoring methods.
 - Instruction on ethical guidelines, avoiding bias, and confidentiality requirements.
 - Hands-on practice sessions using sample assessments.
- **Training Materials:**
 - Evaluator guides and manuals.
 - Scoring rubrics and sample annotated assessments.
 - FAQs and troubleshooting documentation.
- **Documentation:**
 - Maintain records of training completion and competency demonstration.

5. Calibration Exercises

- Schedule regular calibration sessions before major assessments and periodically throughout the year.
- Distribute common sample cases or assessment items to all evaluators.
- Evaluate independently, followed by group discussion to compare outcomes.
- Identify discrepancies and clarify interpretation of scoring criteria.
- Update rubrics and guidance materials based on calibration outcomes, as needed.

6. Performance Assessment Methods

- Conduct inter-rater reliability assessments at set intervals (e.g., quarterly).

- Audit a random sample of completed evaluations for consistency and accuracy.
- Provide individualized feedback to evaluators based on assessment results.
- Require re-training or additional calibration for evaluators not meeting standards.

7. Quality Control Processes

- Track training and calibration records for all evaluators.
- Review evaluation data to monitor trends or areas of concern.
- Implement corrective actions when inconsistent scoring patterns are identified.
- Document all incidents, interventions, and outcomes in a quality assurance log.

8. Roles and Responsibilities

Role	Responsibilities
Training Coordinator	Organize and deliver training & calibration sessions; maintain training records.
Evaluators	Participate in training, calibration, and ongoing quality activities; apply evaluation protocols.
Quality Assurance Lead	Monitor evaluator performance; coordinate audits and corrective actions.

9. References & Attachments

- Evaluator Training Manual [Attach as needed]
- Evaluation Rubrics and Guidelines [Attach as needed]
- Record of Training and Calibration Template [Attach as needed]

10. Review and Revision

- This SOP is to be reviewed annually or as required based on changes in evaluation process or standards.
- Revisions must be documented and communicated to all relevant stakeholders.