

The Validation Report Discussion

By NCAC's Validator Program

The *Validation Report Discussion*, formerly known as the 'Director/Validator Interview', is the discussion between the Service Representative and the Validator at the end of a Validation Visit. The purpose of this discussion is:

- to share, listen and clarify practice and evidence;
- to conduct a constructive professional discussion to ensure the *Validation Report* is an accurate representation of typical practice in the service; and
- to complete administrative tasks required by NCAC.

Toward the end of a Validation Visit the service should set aside one hour to review the completed *Validation Report* independently and one hour to discuss the *Validation Report* with the Validator. It is preferable to conduct the *Validation Report Discussion* in a comfortable area with minimal interruption.

Adhering to the Timeframe

NCAC has a responsibility to ensure that all child care services are treated equitably. Therefore it is important that each service is allocated the same amount of time to review and discuss the *Validation Report*. Occupational health and safety should be considered by both parties. Long hours can be tiring and stressful and lead to a decrease in efficiency. NCAC also recognises that both parties will have responsibilities outside of their work hours.

Reviewing the Validation Report

A service may choose to have more than one person involved in reviewing the *Validation Report* such as the Director, contact staff, coordinators or other support people involved in the service. When reviewing the *Validation Report* the Service Representative(s) should consider the following questions:

- Have all Indicators been validated?
- Have any Satisfactory Indicators been validated as 'Not Occurring' and therefore are at the Unsatisfactory level?
- Has the Validator written any comments? A Validator must write a comment for an Indicator that has been validated at the Unsatisfactory level. When the service is meeting some parts of an Indicator but not others, the Validator must validate this Indicator as 'Not Occurring' and include a comment that explains what practice is not occurring.
- Are there any Indicators or comments requiring explanation or discussion?
- Do you wish to write a comment to provide additional information to the Moderator?

- Is there any other evidence to share with the Validator? If yes, provide the Validator with the evidence.
- Have you read the *Service Summary Statement*?

Who is involved in the Validation Report Discussion?

To ensure a professional and productive *Validation Report Discussion* is achieved, and to promote equity for both parties, NCAC requires that each service appoints one or two Service Representatives to meet with the Validator to be involved in the *Validation Report Discussion*. NCAC recommends that one Service Representative is nominated as the spokesperson for the Discussion.

It is preferable that this person is someone who is involved in both the daily delivery of the program and communication with the children and families of the service. In situations where there are two Validators conducting the Visit, one Validator will take the lead in the Discussion.

Conduct during the Validation Report Discussion

The Service Representative is encouraged to raise points for discussion by:

- Asking the Validator questions
- Discussing concrete examples from the *Validation Report* and showing additional evidence if applicable. The Validator may change the validation of an Indicator if the practice is typically occurring

The Discussion about the *Validation Report* can highlight the values of the service and the Validator in their understanding of the Indicators and Principles. If there are difficulties or misunderstandings that cannot be worked out by the parties involved, NCAC staff can be contacted for support by telephoning 1300 136 554 ■

