



BILC Hybrid Testing Workshop
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Mock Norming Session

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Why norm?

So that a candidate will get the same rating no matter who tests him/her. That all testers interpret and apply the rating criteria in the same way. It is a matter of reliability and validity.

As Marju expressed yesterday, norming is essential to the interoperability of nations.

To avoid “drift”

- This occurs when the interpretation of the standard changes over time to become more lenient or strict
- Important to have norming sessions as an entire team. Also important to have norming sessions with other teams, if possible, because you can be normed within your team, but not aligned with other testing teams.



Challenges

Challenges of norming in virtual context

- Technology: interruptions, failure to connect, lagging, sound quality, not everyone can hear
- Turn taking is more difficult virtually – more difficult to monitor people's non-verbal cues, so they tend to speak over each other which then cuts off both speakers and we can't hear either of them
- More challenging to create an environment where people feel safe and comfortable to express different opinions/perceptions
- Focus/concentrate online which can be fatiguing for many. The sessions are either much shorter or contain many breaks, which can interfere with the flow of discussion
- Time zone issues with multinational groups – we have to adjust and this may affect the time available for the norming session



Steps to follow

Read the level descriptors

Listen to benchmark interviews

base levels

plus level (important to compare why it is plus level and not base level)

Highlight what makes these benchmark good examples of a base/plus level (structure has to match the performance)

Listen to borderline interviews

Discuss borderline – what makes it a borderline case?