

As you prepare for **Site Visit**, remember these tips:

- **Role of the Examiner:** You are *not* an auditor. The site visit is your opportunity to learn more about the organization so you can provide value-added feedback. Be mindful that the site visit should be a positive experience for the applicant.
- **Just-in-Time Training:** During the consensus meeting, your team leader will review with you TNCPE's "just-in-time" site visit training slides. You also may review the slides on your own:

[Just In Time Training Slides](#)

- **Site Visit Issue Worksheets:** Prepare a SVI Worksheet for each issue that you wish to clarify or verify on site. As a general rule, prepare a SVI Worksheet for each OFI and double-strength (++). Your team leader will help you determine the appropriate number of SVIs based on the length of the site visit and size of the organization.

[SVI Worksheet - Blank](#)

Complete the entire front page of the worksheet *prior* to site visit. Complete the back page on site. SVI Worksheets are a critical tool for communicating with the Judges, so be sure they are detailed, legible, and complete.

- **Drill Down:** If your applicant addresses a SVI by demonstrating an approach, don't stop there. Ask follow up questions to determine: *Is the approach well deployed? Has the approach gone through cycles of improvement? How is it integrated with other key processes?* **Simply identifying an approach doesn't necessarily turn an OFI into a Strength.** Use the evaluation factors (A-D-L-I or Le-T-C-I) to identify gaps that will help move the applicant forward in the quest for excellence.
- **Interview in Pairs:** To ensure that you capture the essence of every interview, the back-up should take notes while the Category leader asks the questions.
- **Verify and Clarify:** Remember, after site visit the term "it is unclear" should no longer appear in any of your comments. If an issue is still unclear, that means you haven't done your job!
- **Caucus:** While on site, be sure to meet as a team at least once a day to share your findings and make adjustments to your approach. The team leader will schedule time for team caucuses.
- **Walk Around:** A good way to check deployment of a process is to walk around and talk to the employees of the organization. Click the following link for some example questions:

[Walk Around Questions](#)

- **TNCPE Representative:** If asked on site, feel free to disclose where you work, but refrain from giving your job title or function. What you can say is this: every member of your team has been trained as a TNCPE examiner.
- **TNCPE Employee:** While on site you are first and foremost working for TNCPE. This should take precedence over regular work responsibilities.
- **Team Work:** In a multi-day site visit, at the end of each day meet as a team to discuss findings and revise the next day's schedule.
- **Leave It at the Door:** Make sure you don't go home with any pens, paper, coffee mugs, etc. that could identify your applicant.
- **Wrap-up Meeting:** Upon completion of your site visit, be prepared to spend an additional day together as a team to complete your SVI Worksheets, revise your comments, finalize key themes, complete the score summary worksheet, and finalize an award recommendation.