

RESPONSIBILITIES OF A LEVEL 1 ASSESSOR

Our Endorsed Training Assessors play a vital role in upholding the integrity of the AuctionsPlus system. You have been identified as a professional in your field and a leader within the AuctionsPlus community.

As a Level 1 Assessor, you have the opportunity to recommend new Assessors for Accreditation and we provide some recommendations below:



- Allow the trainee Assessor to take the lead and provide pointers only when necessary.
- Conduct the assessment alongside them and review any differences after you have completed the assessment.
- Ensure any faults are identified or drafted out.
- Ensure they ask adequate questions to your Vendor and verify the information.
 - While they might be your client, it is a good idea to have the trainee Assessor ask questions you know the answer to, and see how they conduct themselves.
 - Sight a copy of the pregnancy certificate and animal health records.
- Verify non-vendor bred stock as much as you can
 - How long have they owned them for?
 - Where did they purchase them out of?
 - Mouth to verify age
 - Check NLIS records for Lifetime Traceability.
- Check loading facilities when you are on farm for the trainee to act as Delivery Agent.

POST SALE

- Encourage trainee Assessor to attend delivery.
 - Conduct an accurate count of stock.
 - Maintain Fit to Load guidelines and remove any not suitable stock
 - If the Lot has changed in condition since assessment, consider reweighing.
- Communicate regularly with the Vendor and Buyer to confirm all parties are satisfied ahead of delivery.
- Encourage the trainee Assessor to contact the Buyer post delivery to ensure everything went smoothly and there are no issues to be addressed.
- Provide any feedback on their sale conduct and areas of improvement.



DISPUTES

Encourage the trainee Assessor to:

- Remain calm and professional during the conversion
- Listen to the buyers concerns and note the issues raised
- Request evidence e.g. photos, videos, weight docket or an Assessor to attend and inspect the stock
- Consider the buyers perspective - if you were in their shoes how would you feel and what would you be seeking as a resolution?
- Proactively attempt to find a resolution
- Contact AuctionsPlus to advise of the issue and seek advice if needed.
- Contact their manager or colleagues to ask for advice on how to respond to the issue.