

Assessor Observation & Assessment Policy

Objectives

Welcome Skills Limited operates across the UK. This document highlights Welcome Skills Limited approach to observations of any teaching and learning, assessment, coaching or participant contact in relation to a provision. This enables us to ensure that all candidates, learners and employers experience a high quality learning experience across all our provision.

Document control and review

It is the responsibility of all Managers, IV's and delivery teams to ensure they are aware of the quality procedures and policies in place with relation to delivery. The ownership to update, review and track these processes is the responsibility of the QA Manager.

Overview and frequency of Observations

Delivery trainers/assessors within their 13-week probation

Any delivery trainers/assessors that are new to Welcome Skills Limited must be observed at least once by the IQA, before any decision is made around further work being issued. This will allow Welcome Skills Limited to make an informed decision around the support and development requirements needed to ensure that all the delivery team meets the standards set in accordance with Ofsted inspection and funding guidelines.

All Delivery trainers/assessors

Delivery trainers/assessors who are not meeting the minimum standard of grade 2 set by the quality process will be expected to receive more than 1 observation per year across all delivery elements.

If any member of the delivery trainers/assessors are graded 3 (satisfactory) by a nominated person a reobservation will take place within 3 months. Full support and guidance should be given in this period to ensure that changes are made to delivery styles and techniques to ensure the minimum standards are met.

This should be evidenced, recorded and tracked clearly and form part of the individuals CPD record. Once grade 2 is achieved the process of a minimum of once per year can be followed.

Where a grade 4 has been awarded a full action plan needs to be implemented along with regular support and development of styles and techniques. In addition to this a re-observation will take place within 4 weeks or the trainer's/assessor's next available qualification. In this circumstance regular observations will be required to take place on a 12-week basis until the delivery trainer/assessor is achieving grade 2 minimum standard. If

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underperformance continues despite being given clear actions, support and guidance, the ASA Capability Policy is advised.

Carrying out an Observation

Before carrying out an observation, the observer should ensure they update their own knowledge of what is required by the minimum standard set at grade 2. They should also ensure that throughout the observation they concentrate on focusing on the learning experience and impact on the learning.

The observation needs to take place at scheduled time, date and location. The person being observed should be given a minimum of 72 hours' notice prior to an observation taking place. The observer should meet with the observee 10-15mins prior to the observation to discuss the journey so far, overview/profile of the individual or group. At this point appropriate information should be submitted with regards key documentation such as, ILP, progress review to date, assessment or observation overview, file or portfolio, course register, scheme of work, session plans and resources where applicable.

The minimum required will be ILP, any review, and resources to be used (for assessment/observation/IAG or review. For teaching and learning sessions in addition to this session plans and schemes of work plus post evaluations will also be required as a minimum standard.

When observing notes should be taken throughout in relation to what you see and the impact this has. This should be done for a minimum of 45 mins. Overall grades and feedback should not be made there and then. Time should be allowed to reflect and evaluate the key strengths, areas of improvement and actions required.

Setting action plans and improvement measures

After any observation a development plan and smart target setter needs to be completed with every person observed. A maximum of 3 targets need to be set with an individual to improve and develop any areas of weaknesses that have been identified.

Smart targets will need to be agreed with the individual and reviewed as part of their 1 to1 and appraisal process.

A copy of the observation report and any target setters should be sent to the Performance and Standards manager no later than 5 working days after the observation has taken place.

Giving Feedback

The observer is to give the observed person feedback within 48hours of the observation taking place. Feedback needs to be verbal with the support of the observation summary report and the smart target setter. The summary should also be discussed with the trainer/assessor line manager and then embedded into the appraisal process.

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Once the feedback has been discussed and agreed with all parties the form should be signed and returned to the performance and standards manager within 5 working days.

A copy of the observation form and smart target setter should be given to the observee and planned dates given for the next observation where appropriate.

Sampling and Quality Assurance

All observation schedules should be available for line manager and performance and standards manager these will then be subject to a 10% audit review. 10% of all observations carried out over the year will also be support observed by a nominated person to ensure consistency and standards.

Observation Appeal

If an observed person disagrees with the grade they have been given on their observation they can appeal the decision. The observation report will be reviewed by the performance and standards manager who will moderate the report. If required a re-observation will be carried out by a different Assessor or Performance and Standards Manager. If the observee is still unhappy with the decision they will have the option to raise a grievance in accordance with the HR Disciplinary procedure.

Peer Observations

Peer observations should be used as a support mechanism to develop and improve on delivery. These should not be used in place the graded observations carried out by Line Manager or Performance and Standards Manager.

Process Owner

The observation process is owned and reviewed by the Quality Assurance team who will ensure that the process is:

- Available for all
- Communicated to all delivery teams
- Understood by all delivery teams
- Reviewed annually
- Monitored to ensure it is effect and fit for purpose

Reviewing the process

The process will be monitored a minimum on once a year in accordance with Ofsted Common Inspection Framework.

Supporting documents

- Observation Evidence form
- Observation Report form

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- SMART target setter
- Post Observation Self Evaluation
- Observation Checklist
- Judgement and grading overview
- Giving effective feedback
- Best Practice guide to being observed
- Best Practice guide to being an observer

Internal Quality Assurance Policy & Sampling Strategy

The Internal Quality Assurance role is to

1. Verify Assessments
2. Develop and support assessors
3. Manage and ensure quality of QCF qualifications
4. Monitoring of Learner Progress

The purpose for the Verification of assessments is to ensure there is reliability and consistency of assessment decisions thus maintaining the quality of assessments for all candidates.

The internal quality assurer will identify what units are to be internal verified and notify the assessor. To enable this to be achieved Assessor and Candidate to notify what units are to be undertaken on Day 1 of enrolling with the Centre. The number of units that are to be sampled will be identified dependant on the experience of the assessor. The assessor identification grid will be used as guidance to determine the number of units to be sampled, thus determining risk.

Assessor Identification Grid

Assessor Identification	IQA Strategy
A (At least 2 units)	Experienced – no threat to integrity of assessment decisions. Confidence in decisions not sampled. Sample units identified on the IQA sampling Plan
B (Between 3-4 units)	Qualified assessor – Inexperienced or threat to the integrity of assessment decisions or a limited number of assessment decisions made. Sample to be increased where concerns apparent. Sample units identified on the IQA sampling plan, increase sample if concerns apparent, variations to be justified.
C (Minimum of 4 units)	Unqualified. Requires counter-signatory/authentication from qualified D32/33/A1 Assessor sample all units within identified strategy. Increase sample where concerns apparent, variations to be justified.

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Interim Sampling

It is important that the internal verifier samples units at various points of the candidate's assessment process. This includes reviewing candidate's portfolios before final assessment decisions are made and looking at portfolios for the support given by the assessor. Through sampling of the planning, review, and feedback documentation the effectiveness of the assessment planning can be judged.

Interim verification will enable the internal verifier to pick up problems at an early stage and so avoid the unsuccessful completion of units when presented for verification.

Interim verification will occur:

Portfolios are to be submitted for verification every 3 months irrespective of unit completion. This will be the responsibility of both the candidate and assessor to ensure the centre receives portfolios.

What will happen at interim sampling?

- Check all documentation is present and accurately completed to match the current stage of progress of the assessment
- Review the variety of evidence/assessment methods used.
- Does evidence match the plan?
- Check evidence and paperwork signed and dated appropriately
- Review and identify if the quantity and quality of work is sufficient for this stage of progress.
- If portfolio/unit assessment does not meet the agreed standard an action plan will be devised to address issues of concern. If identified actions are not met or signs of improvement cannot be identified a meeting with the Quality Assurance Coordinator will be held to discuss reality of continuing with the undertaking of the QCF.

Summative Assessment Sampling

This entails the internal quality assurer reviewing the quality of an assessor's assessment decision once an assessor has completed the assessment process.

The evidence provided must be confirmed by the **Assessor as:**

- Valid – relevant to the standards for which competence is claimed
- Authentic – produced by the candidate
- Reliable – accurately reflects the level of performance which has been consistently demonstrated by the candidate.
- Current – sufficiently recent to be confident the same level of skills/understanding/knowledge exists at the time of claim
- Sufficient – meets in **Full All** the requirements of the standards

The internal Verifier will ensure standardisation between assessors and will use the following components to ensure consistency and variety for maintaining quality within the centre

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Candidate: The sample will include a sample of work from all assessors' allocated candidates during the assessment process. All candidates will be included in the sample irrespective of assessor risk grading.

Assessor: Sampling from assessors will be dependent upon risk identified. Assessors can move up the grading as well as well as down. All assessors will be in sample.

Method: All assessment methods will be in sample throughout units over the period of the assessment and will be identified on the sampling strategy.

Evidence: Evidence will be in sample as per candidate and method.

Records: Plans, review and feedback will always be in sample to confirm equality of opportunity.

Assessment Sites: Standardisation of sites will be in sample where there is more than one candidate undertaking the qualification and any trends measured.

If concerns regarding the assessors practice arise as a result of interim or summative sampling the internal verifier will hold a review meeting with the assessor to provide feedback and commence an action plan to enable issues to be addressed. Records of all meetings will be held by the centre. If issues continue to arise with no signs of improvement then a meeting will be held with the line manager responsible. The assessor will then be removed from the centre.

Supporting Assessors

The internal Verifier will also take responsibility in ensuring all assessors are offered training, guidance and supported. Assessors will be provided with

- Copy of the National Standards for the award they are assessing.
- Appeals procedure
- Any new assessor to the team will be orientated and receive an induction to the centre
- Feedback is given to all assessors following external verification visits.
- Standardisation meetings are planned and held every 2 months. There will be standardisation exercises at these meetings.

Assessors **must** provide the centre with the following:

- An updated CV
- Update their Continuous Professional Development Record yearly
- Copy of all their professional certificates
- Any new assessor or newly qualified assessor must provide their original assessors certificate so it can be verified by the external verifier. Current assessors with the centre to provide their original certificates when requested by the centre.
- Attend at least 6 standardisation meetings a year

Manage and Ensure Quality of Individual Qualifications

It is an important part of the role that the integrity of the qualifications is maintained. To this end, all requirements of the relevant Awarding Organisation must be adhered to, which includes

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- Only qualified delivery staff are employed
- The required outcomes of the standards must be met and evidenced
- Any cause for concern must be raised via the relevant procedure
- Learners must receive a high level of tuition and assessment support

Monitoring of Learner Progress

The PICS Management Information System is used to ensure all learners who are on programme and placed on the system and monitored until they achieve or leave the programme. All delivery staff must inform the Administration team of all starts and leavers in a timely manner.

It is the Assessors responsibility to monitor and manage their learners on a day-to-day basis and retain all record of achievement. Any cause for concern must be raised using the relevant procedure.

Introduction

The Internal Quality Assurance system seeks to ensure all assessment is fair, consistent and meets Welcome Skills Limited and Awarding Organisation requirements.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification activities. It aims to ensure that standards of assessment are maintained over time.

This document is applicable to everybody involved in assessment administration, management, verification and moderation of any Welcome Skills Limited qualifications

Any activity related to Welcome Skills Limited within a satellite, delivery and/or assessment site is also obliged to abide by this policy.

The Internal Verifier/IQA will be responsible for establishing the IV sampling strategy, sampling plan and subsequent implementation. As a standard, the range of portfolios to be sampled will be in the range of between 10% and 25% dependent on the experience of the assessor and their caseload.

If any quality issues are raised, the percentage sample and frequency of IV /IQA visits will be increased at the discretion of the designated IV/IQA. An appropriate development plan will be agreed between the Assessor and the IV/IQA.

Quality Assurance Aim

The Internal Quality Assurance aim is to ensure effective management of assessment and verification processes, effective support for assessment and verification personnel, and to quality assure the outcomes of assessment in-line with Welcome Skills Limited and Awarding Organisation requirements

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Quality Assurance Objectives

Internal Quality Assurance objectives propose to:

- operate from established verification policy and procedures that are reviewed where required in-line with the centres' quality control arrangements;
- ensure an effective induction is provided for all members of the assessment and verification teams, as required;
- ensure effective appraisal and continued professional development for all members of the assessment and verification teams;
- ensure that the assessment and verification teams understand and follow all the centre policies and procedures;
- ensure that equality and diversity is embedded throughout the internal verification and assessment activities;
- ensure quality via accurate and effective assessment of all learners;
- monitor and ensure consistency of assessment outcomes via appropriate interpretation of awarding organisation criteria;
- review and evaluate the quality and consistency of assessment at different stages of the assessment process;
- maintain accurate and current records of internal verification and moderation;
- standardise all components of the assessment where appropriate;
- Carry out continuous improvement activities to ensure all corrective actions best practice guidelines requested by the external verifier/ Welcome Skills Limited Quality Team are complied with.

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Malpractice and Maladministration Policy

Welcome Skills Limited takes malpractice and maladministration very seriously and has systems in place to ensure any reported cases are dealt with in a professional and effective manner.

Definition of malpractice and maladministration

For the purposes of this policy, malpractice and maladministration is defined as any act that threatens the integrity of the assessments or examinations for the qualifications or frameworks being delivered by staff. It includes compromising their proper certification and compromising the reputation of the Awarding Organisation, our Funding Partners or the Company.

Malpractice and maladministration can be committed by a variety of different types of people, which includes staff, learners and administrators. It would be considered an act of malpractice or maladministration if it was identified that breaches of regulatory standards had been committed.

Examples of regulatory standards could be:

- Awarding Organisation Standards
- Security and privacy of testing conditions
- Health and Safety
- Human Rights
- Disability Discrimination

Assessors / Trainers

The following would be considered as malpractice:

- Any work produced by the assessor that is not authentic to each learner
- Any work authenticated by an assessor that is obviously not the learner's own work
- Not notifying the Company of any loss, or theft of examination papers or similar documents
- Known breach of regulations or practices including those of others

If any of the above is identified, then investigation under the disciplinary procedure will be undertaken.

Learners

Plagiarism

Plagiarism is a breach of the Code of Practice (Section D -Malpractice).

Plagiarism is presenting someone else's work as your own:

- Copying word for word from a book- without acknowledging the source

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- Copying from another learner
- Someone else doing the work for you

Responsibilities

It will be the responsibility of the assessor to report, within 24 hours, all observed instances of plagiarism and provide a written record. Anyone witnessing any other form of malpractice or maladministration should notify the Line Manager within 7 days of the malpractice or maladministration happening. The lead IQA will also be informed

Responses to a Report

All reported cases of suspected malpractice or maladministration will be acknowledged within 3 working days of receipt by the Welcome Skills Limited Centre.

Investigation

Welcome Skills Limited will investigate all correctly reported cases of suspected malpractice or maladministration and report through the appropriate channels.

Welcome Skills Limited reserves the right not to investigate cases reported anonymously where there is no evidence or insufficient evidence has been provided.

Welcome Skills Limited will contact individual learners or assessment staff who are the subject of suspected malpractice or maladministration occurrence and any others who are able to provide evidence relevant to the incident within 10 working days.

Welcome Skills Limited will notify the individual(s) concerning the following:

- That an investigation will take place
- Procedure and timeframe that will apply
 - Individual's right to submit a written response, within 15 days, explaining the circumstances
- The possible outcomes of an investigation
- The right to appeal

Possible Outcomes

Learners

- A written warning about future assessment conduct
- Loss of marks for a defined section of the relevant unit/component/module. This may lead to the learner having to resit the assessment unit or resubmit a Summative Assessment

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- Loss of marks for the entire relevant unit and all other units sat previously (resulting in the learner having to resit the entire qualification if the regulations allow).
- The learner not being allowed to resit the relevant unit for a specified period of time
- The learner not being allowed to sit or resit any other units relating to that qualification for a specified period of time
- The learner not being allowed to sit or resit any other assessment relating to any qualification for a specified amount of time

Assessors and Administrators

- A written warning about future assessment conduct
- Dismissal
- Notification to the organisation employing the individual to act as a member of assessment venue staff or an assessment invigilator that the person in question is not permitted to have any future involvement with assessments at all

Management Responsibility

The Director is ultimately responsible for any breach of regulations or approved good practice that denotes a malpractice or maladministration situation have arisen. The Lead IQA will act on behalf of the Director to investigate and report the findings to the Director, who will make the judgement on the appropriate outcome of the investigation.

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