

Trainer 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, training, 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

Trainers within their 12-week probation

Trainers that are new to Welcome Skills Limited must be observed at least once by the Quality Manager, 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 trainers

Trainers will be expected to receive more than 1 observation per year across all delivery elements. Full support and guidance is given to ensure that changes are made to delivery styles and techniques to ensure the minimum standards are met.

All observations should be evidenced, recorded and tracked clearly and form part of the individual's CPD record.

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. 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

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so far, overview/profile of the individual or group. At this point appropriate information should be submitted with regards to key documentation such as, ILP, progress reviews to date, learner files, or e-portfolio records.

When observing notes should be taken throughout in relation to what you see and the impact this has on the learner's learning and experience. This should be done for a minimum of 45 mins.

Setting action plans and improvement measures

After any observation, a development plan and smart targets 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 Quality 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 48 hours 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 be embedded into the appraisal process. A copy of the observation form should be given to the observe, and planned dates given for the next observation where appropriate.

Sampling and Quality Assurance

All observation schedules should be available for the Quality Manager these will then be subject to a 10% audit review.

Observation Appeal

If an observed person disagrees with the feedback, they have been given on their observation they can appeal the decision. The observation report will be reviewed by the Quality Manager who will moderate the report. If required a re-observation will be carried out by a different Trainer or Quality Manager. If the observee is still unhappy with the decision, they will have the option to raise a grievance in accordance with the Director.

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 the Line Manager or Quality Manager.

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Process Owner

The observation process is owned and reviewed by the Quality Manager, 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 requirements.

Supporting documents

- Observation Evidence form
- Observation Report form
- SMART target setter
- Post Observation Self Evaluation
- Observation Checklist

Internal Quality Assurance Policy & Sampling Strategy

The Quality Manager role is to

1. Verify Assessments
2. Develop and support trainers
3. Manage and ensure quality of teaching and learning
4. Monitoring of Learner Progress

The internal quality assurer will identify what is to be internally verified and notify the trainer. To enable this to be achieved Trainer and Learner to notify what modules are to be undertaken on Day 1 of enrolling with the Centre. The number of modules that are to be sampled will be identified dependant on the experience of the trainer.

Interim Sampling

It is important that the internal verifier samples at various points through the course. This includes reviewing either learner's files or via the e-portfolio system. Through sampling of the planning, review, and feedback documentation the effectiveness of the training provided for the learner can be judged.

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Internal verification will enable the internal verifier to pick up problems at an early stage and so avoid the unsuccessful completion of the programme.

The internal Verifier will ensure standardisation between trainers and will use the following components to ensure consistency and variety for maintaining quality within the centre. Standardisation meetings will be held monthly.

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

Supporting Trainers

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

- Copy of the National Standards for the award they are assessing.
- Appeals procedure
- Any new trainer to the team will have an induction
- Standardisation meetings are planned and held every month.

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

- An updated CV
- Update their Continuous Professional Development Record regularly
- Copy of all their professional certificates

Manage and Ensure Quality of 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

- 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.

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It is the Trainers 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.

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 training administration, management, verification, and moderation of any Welcome Skills Limited qualifications

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 trainer 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 Trainer and the IV/IQA.

Quality Assurance Aim

The Internal Quality Assurance aim is to ensure effective and fair management of training, to quality and to assure the outcomes are in-line with Welcome Skills Limited and the Awarding Organisation requirements

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;

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- 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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