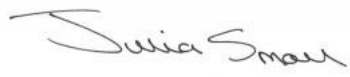


# Centre Information on Centre Assessment Standards Scrutiny (CASS)

<b>Version</b>	5
<b>Date of review</b>	August 2023
<b>Reason for review</b>	Yearly review
<b>Overview of changes</b>	Appendix 1- how we will undertake assessment scrutiny remotely Email addresses
<b>Reviewed by</b>	M Lovell – Responsible Officer D Clueit- External Verifier
<b>Ratified by</b>	
<b>Date of next review</b>	August 2024

## Introduction and Purpose

As an Ofqual regulated Awarding Organisation we are required to have functioning processes in place for Centre Assessments Standards Scrutiny (CASS).

This policy outlines RoSPA Qualification's approach to managing Centre Assessment Scrutiny (CASS) - From marking to issuing results, rules about marking, and how we will implement CASS including moderation and setting specified levels of attainment and results.

This policy also outlines in **Appendix – 1: How we will undertake assessment scrutiny remotely.**

## Approach to Centre Assessment Standards Scrutiny

As an awarding organisation, we have classified our qualifications, as high risk. E.g. the contents and nature of the qualification is likely to cause harm, when the learner implements their learning in the workplace.

Therefore we have made the decision **not** to give any Centre Direct Claims Status (DCS): therefore all Centre's and qualifications are subject to some level of Centre Assessment Standard Scrutiny (CASS) based on their level risk.

Our method of Centre Assessment Standard Scrutiny, will be moderation which is defined as *“A particular form of Centre Assessment Standards Scrutiny through which the marking of assessments by Centres is monitored to make sure it meets required standards and through which adjustments to a Centre's marking are made, where required, to ensure that results are based on the required standard.* Moderation takes place before final results are issued.

Our level of moderation, will take a risk-based approach that considers the following factors:

- The risk level of the Centre in relation to consistency of applying assessment criteria as identified through Centre monitoring, historic moderations and conflicts of interest within a Centre
- The individual risk level of Assessors and Internal Verifiers (IVs)
- The length or duration of our qualifications e.g. our qualifications are award level: therefore shorter in duration
- Location of assessment e.g. if assessments are undertaken in a workplace with other learners from the workplace registered on the same qualification
- Type and method of assessment e.g. practical skills.

## Scope

This policy and procedure extends to all Centres delivering regulated qualifications where assessments are internally assessed by methods such as:

- Written assignments
- Practical skills that are recorded by video and by direct observation

**N.B.** All learner's grades are provisional until they have been moderated, as they may be subject to change.

All Centre, assessors/internal verifiers (IVs) will be covered to ensure they are all accurately and consistently applying assessment criteria. A database of assessors and IVs performance and risk ratings will be maintained and provided to Centres quarterly, with feedback and actions after moderation of each cohort/ booking. This relates to assessor/IV performance and will be provided and monitored to Centres for implementation.

All new Centre's or existing Centres with new assessors and internal verifiers (IV'S) will be subject to **100%** moderation, when they assess/internally verify a qualification for the first time: The standard level of moderation for a low-risk Centre/assessor will be **20%**.

However when a Centre submits a moderation request form, the EV will determine the level of moderation based on data and information from Centre visits, historic moderations and any conflicts of interest within a Centre.

## **Our Approaches to Moderation**

Moderations will be undertaken according to the assessment methods used within the qualification. All moderation activities will receive detailed feedback and guidance relating to their application of assessment criteria. **(See below)**.

### **Written assignments, recorded discussions and practical skills recorded by video.**

Centres will submit their provisional grades via the Registration and Certification module on the QMS, and claim for certificates, once they are satisfied that the award has been achieved, and internal verification has taken place, in accordance with the Qualification Specification, including any additional requirements stated by RoSPA Qualifications. The Centre will then raise a Moderation Request Form within the QMS and attach learner's assessment evidence for the certificates for which they have claimed. The Centre must also assign their EV to the moderation request form.

The moderation will include the following checks for each learner:

- Check that **all** assessment recording forms are completed accurately by the assessor and have been signed and dated by the learner for the purpose of authentication (including practical skills records not recorded by video)
- Verify the assessor has consistently and accurately applied the assessment criteria to written assignments/ session plans / video recorded assessments as detailed in the Qualification Specification and Centre Assessment Guidance
- Verify the internal verifier has ensured that Centre Assessor's decisions are accurate and consistent, for the qualification and learners, all learners work has been authenticated and there is written evidence that all quality concerns relating to assessments have been captured and addressed
- Check that there are no signs of learner malpractice in the form of:
  - Plagiarism by copying and passing off, as the learner's own, the whole or part of their assessed work
  - Collusion by working collaboratively with other learners to produce work that is submitted as individual learners' work.

When moderation is complete, the moderator will then confirm/ amend grades, which will trigger the generation of e-certificates, where appropriate. The outcome of the moderation with feedback and any actions needed by the Centre will be sent via the Qualification Management System (QMS) on the initial moderation request form.

It is the Centre's responsibility to review the moderation form to see if grades have been changed. In the event learners fail during moderations, the Centre must inform learners, they have not achieved the qualification and to arrange a re-assessment.

### **Moderation process for practical skills assessments that are not video recorded**

Practical skills assessments that are not video recorded,

1. Microteach, assessed by a low-risk IVs or Centre
2. Practical skills that are continually assessed will be moderated by direct observation/ remote observation through both unannounced and announced visits at least three times a year and cover all assessors

These visits will be undertaken by the Centre EV and recorded on a Centre Visit Form with the outcome of the moderation, feedback and any actions needed by the Centre and will be sent via the Qualification Management System (QMS). For information on managing assessment inconsistencies – see next page:

## Managing Inconsistencies with Centre Marked Assessments

(Written assignments, recorded discussions and practical skills recorded by video)

### First delivery 100% Moderation

If inconsistencies and poor assessment decisions are identified within the provisional results list (Claims) from the Centre, e.g. if the moderator believes learner(s) should be a fail rather than passed or been failed and should have passed the below procedure applies:

1. The moderator will change the grades for that learner(s) within the Moderation Request Form (this will automatically update the grades in the Booking Form).
2. The moderator will return the Moderation Request Form to the Centre via the QMS. It is the Centre's responsibility to read and implement any actions on the moderation form e.g. re-marking, or learner(s) being required to re-take their assessments. Centre's must complete the Centre Comments Feedback Section and return to the moderator.

In the case that the learner is required to re-take the assessment then the Centre should advise the learner of the areas that are needed to be re-assessed and manage this with the learner(s).

3. Any re-submitted assessments will be moderated again, to ensure that the assessments have been re-marked/assessed in line with the actions as per previous moderation feedback. If the moderator is satisfied that assessment criteria was accurately applied, the grading will be confirmed on the form, and e-certificates will be generated.
4. If the moderator is still not satisfied with the Centre's assessment decisions, the moderator will then assess the re-submission(s) and change the grades of the learners accordingly, again it is the Centre's responsibility to inform learners they have failed. Centre's will receive feedback and any necessary actions required. **N.B there will be a cost to Centre's for this level of re-assessment at a rate of £880 plus VAT per day. Actions within the moderation feedback may include Centre's needing to undergo training, which may be charged at a rate of £880 plus VAT per day, and expenses charged where appropriate.**
5. Centre's will remain on 100% moderations until RoSPA are satisfied with their assessment decisions.

### **Assessment/ Internal Verification Inconsistencies with Centre marked assessments at 20%**

When inconsistencies and poor assessment decisions are identified in the provisional results list/certificate claims from a Centre, who are at 20% moderation level, the procedure below will be implemented:

If a learner that has been assessed by a Centre as a pass, but failed through the moderation process, all the booking/ certificate claims for that cohort will be moderated at (100%), before any certificates are released. Detailed feedback and guidance via the moderation form will be sent to the Centre. The Centre must ensure that the assessor(s), who fell below the required standard receives feedback from the moderator. In the case that the learner is required to re-take the assessment, then the Centre should advise the learner of the areas that need to be re-assessed and manage this with the learner.

Future certificate claims from any assessor within a Centre where an assessor has been identified as not meeting the qualification assessment, will be subject to an increased level of moderations per cohort (40%), with assessors who have previously not met the required assessments during moderations, to undergo 100% moderation, until the required standard is achieved.

If inconsistencies continue, RoSPA Qualifications reserves the right to apply a sanction to the Centre. A likely sanction is that:

- 100% of learners, from one or more qualification(s), will be moderated before the release of certificates. This will be charged to the Centre at a rate of £880 plus VAT per day
- Centre's will be required to undergo training, which may be charged at a rate of £800 plus VAT per day, and expenses charged where relevant. Please refer to the RoSPA Qualifications Sanctions Policy, which is available from the QMS
- Assessors/Internal Verifiers who fall below the standard attend training with RoSPA Qualifications. A charge will be charged to the Centre at a cost of £800 plus VAT per day
- Internal Verifiers/ Assessors may be subject to an individual sanction

#### Practical skills (not recorded)

If inconsistencies and poor assessment decisions are identified the below procedure applies:

1. The moderator will conduct the remaining learner assessments, shadowed by the assessor
2. The RoSPA Qualifications management team must be told at earliest convenience that an assessor has not met the required assessment standard to assess learners either by phone or email
3. Feedback and actions will be sent to the Centre via the QMS

### **What if the Centre or learner is not happy with decision?**

In the event that the Centre or learner isn't happy with the results of the moderation, then they should be directed to the Appeals Arrangements which are outlined in our Appeals Policy, which is available on the QMS and on the website <https://www.rospace.com/qualifications/policies/>

## Appendix 1

Where it is not possible to undertake announced and un-announced visits for practical skills moderations the following will take place. **N.B.** We will notify Centres when we cannot carry out these visits.

**All regulated** Centres will be required to video record learner's practical skills assessments, regardless of their level of moderations. Centres must refer to the qualification specification and Centre assessments for requirements for video recording assessments. See below requirements.

### RoSPA Level 3 Award for Manual Handling Trainers

**N.B** Centres will need to register learners by the end of the first day of the course. If this is not possible, please send a copy of the course register to [dclueit@rospaqualifications.com](mailto:dclueit@rospaqualifications.com) by the end of the first day, to allow RoSPA Qualifications to randomly select learners for moderation.

#### **100% moderation level required, the procedure below will be implemented**

Assessment 1. Competency based assessment. Learners must practically demonstrate the application of correct handling methods, (as detailed in the assessment criteria). RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be recorded by the Centre.

Assessment 2 (Micro teach) **All** of the learner's micro teach to be recorded.

#### **40-20% moderation level required the procedure below will be implemented**

Assessment 1. Competency based assessment. Learners must practically demonstrate the application of correct handling methods, as detailed in the assessment criteria. RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be video recorded by the Centre

Assessment 2 (Micro teach)

RoSPA Qualifications will randomly select learners from each cohort/ course booking to demonstrate the skills, which will be video recorded by the Centre.

### RoSPA Level 3 Award for Safer People Handling Trainers

**N.B** Centres will need to register learners by the end of the first day of the course. If this is not possible, please send a copy of the course register to [dclueit@rospaqualifications.com](mailto:dclueit@rospaqualifications.com) by the end of the first day, to allow RoSPA Qualifications to randomly select learners for moderation.

#### **100% moderation level required, the procedure below will be implemented**

Assessment 1 Competency based assessment. Learners must practically demonstrate the application of correct handling methods, as detailed in the assessment criteria. RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be recorded by the Centre.

Assessment 3 (Micro teach) All of the learner's micro teach to be recorded (see guidance).

**40-20% moderation level required, the procedure below will be implemented**

Assessment 1 Competency based assessment. Learners must practically demonstrate the application of correct handling methods, as detailed in the assessment criteria. RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be recorded by the Centre.

Assessment 3 (Micro teach) RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be video recorded by the Centre

**RoSPA Level 2 Award in Safe Moving and Handling in the Workplace**

**N.B** Centres will need to register learners by 10.30 am on the day of the course. If this is not possible, please send a copy of the course register to [dclueit@rospaqualifications.com](mailto:dclueit@rospaqualifications.com) by 10.30.am the day of the course to allow RoSPA Qualifications to randomly select learners.

**100% moderation level required, the procedure below will be implemented**

All learners must be video recorded by the Centre undertaking:

Assessment Criteria 4.1 Demonstrate efficient and safe manual handling practice including a pre-transfer assessments when:

- a) Applying effort to, or moving a load or object manually on their own
- b) When using manual handling aids and equipment
- c) When undertaking a manual handling as part of a team

**40-20% moderation level required, the procedure below will be implemented**

RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be video recorded by the Centre.

**RoSPA Level 3 Award for Britton Price Trained Care and Nursing Homes – Safe People Handling and Risk Assessor Trainers**

**N.B** Centres will need to register learners by the end of the first day of the course. If this is not possible, please send a copy of the course register to [dclueit@rospaqualifications.com](mailto:dclueit@rospaqualifications.com) by the end of the first day, to allow RoSPA Qualifications to randomly select learners for moderation.

**100% moderation level required, the procedure below will be implemented**

Assessment 2. Competency based assessment. Learners must practically demonstrate the application of correct handling methods, (as detailed in the assessment criteria). **All** learners must be video recorded to cover all the assessment criteria. RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills, which will be video recorded by the Centre.



## **RoSPA Level 2 Award in Safe Handling for Britton Price Trained Care and Nursing Homes**

**100% moderation level required, the procedure below will be implemented**

All learners must be video recorded by the Centre undertaking

Assessment Criteria 5.1. Demonstrate how to move loads safely by completing:

- a) Pre-transfer assessment
- b) Application of efficient/safe handling movement principles to:
  - lifting and lowering a load
  - carrying a load
  - pushing and pulling a load

Assessment criteria 7.1 Demonstrate application of safe handling practices for:

- a) Bed mobility without handling equipment and with handling equipment including individually and as part of a team
- b) Chair mobility without handling equipment and with handling equipment individually and as part of a team
- c) Walking a client without handling equipment and with handling equipment including individually and as part of a team

Assessment criteria 8.1 Demonstrate pre-user checks of mechanical equipment and slings, and safe practice in accordance with manufacturer's instructions for mechanical equipment (active hoists and passive hoists including slings) for a range of appropriate transfers

**40-20% moderation level required, the procedure below will be implemented**

RoSPA Qualifications will randomly select learners from each cohort to demonstrate the skills for the above assessment criteria, which will be video recorded by the Centre.

**N.B** Centres will need to register learners by 10.30 am on the day of the course. If this is not possible, please send a copy of the course register to [dclueit@rospaqualifications.com](mailto:dclueit@rospaqualifications.com), by 10.30.am the day of the course to allow RoSPA Qualifications to randomly select learners.

## Review arrangements

We will review and update this policy annually and revise it on an ad hoc basis, in response to customer and learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.

## Contact us

Telephone RoSPA Qualifications on 0121 248 2115

Email us at [enquiries-rq@ROSPA.com](mailto:enquiries-rq@ROSPA.com)

Or write to us at:

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