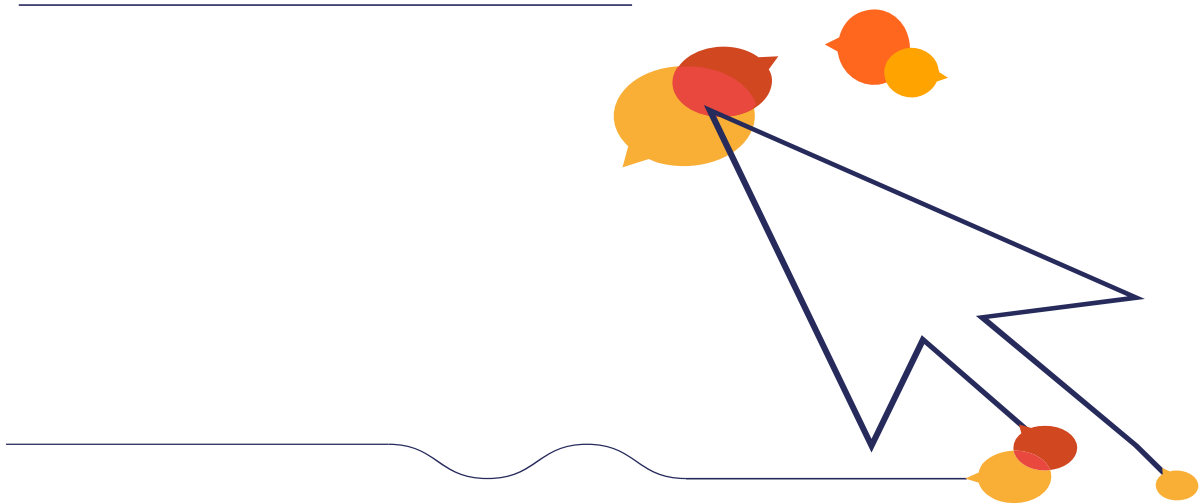




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# Centre Information on Centre Assessment Standards Scrutiny (CASS) 2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	Centres
Legislation and Regulation	Ofqual GCoR, H2,H3,H5
Formally endorsed by	Chief Financial Officer
Version	7
Last Update	August 2025
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## 1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our **regulated** qualifications. **N.B:** this policy does not apply to Restricted Regulated, Customised or Certificate Qualifications. Please refer to individual documents for these.

## 2. Introduction

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

## 3. Definitions

- OFQUAL General Conditions of Recognition - GCoR
- Centre Assessments Standards Scrutiny – CASS
- Enhanced Approval - EA

## 4. Policy statement

This policy outlines RoSPA's approach to managing Centre Assessment Standards Scrutiny (CASS). This includes marking, 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 Centre Assessment Standards Scrutiny (CASS) remotely.

## Policy

### Approach to Centre Assessment Standards Scrutiny

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

Therefore, we have made the decision **not** to give Enhanced Approval (EA) to all Centres. Qualifications are subject to some level of Centre Assessment Standards Scrutiny (CASS), based on their level risk.

Our method of Centre Assessment Standards 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 Trainers /Assessors and Internal Quality Assurers (IQAs)
- The length or duration of our qualifications e.g. our qualifications are award level and 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 covers 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
- Audio recordings

**NB:** All Learner grades are provisional until they have been moderated, as they may be subject to change.

All Centre Trainer/Assessors and Internal Quality Assurers (IQAs) will be included, to ensure they are all accurately and consistently applying assessment criteria. A database of Trainers'/Assessors' and Internal Quality Assurers' (IQAs) performance and risk ratings will be maintained and provided to Centres quarterly, with feedback and actions after moderation of each cohort/booking.

All new Centres or existing Centres with new Trainers/Assessors and Internal Quality Assurers (IQAs) will be subject to **100%** moderation when they assess/internally quality assure a qualification for the first time. The standard level of moderation for a low-risk Centre, Trainer/Assessor and Internal Quality Assurer (IQA) will be **20%**.

However, when a Centre submits a moderation request form, the External Quality Assurer (EQA) 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 Approach 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.

### 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, following internal quality assurance and in accordance with the Qualification Specification (including any additional requirements stated by RoSPA). The Centre will then raise a Moderation Request Form within the QMS and attach Learner assessment evidence for the certificates for which they have claimed. The Centre must also assign the EQA 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 Trainer/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 Trainer/Assessor has consistently and accurately applied the assessment criteria to written assignments, session plans and video recorded assessments, as detailed in the Qualification Specification and Centre Assessment Guidance
- Verify the IQA has ensured that Centre Trainer/Assessor decisions are accurate and consistent for the qualification and Learners, all Learner 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; copying and passing off, the whole or part of the assessed work, as the Learner's own work
  - Collusion; working collaboratively with other Learners to produce work that is submitted as individual Learners' own work
  - Please refer to RoSPA's Malpractice & Maladministration Policy for further details.

When moderation is complete, the Moderator will then confirm/amend grades that 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 moderation, the Centre must inform Learners they have not achieved the qualification and arrange a re-assessment.

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

Practical skills assessments that are not video recorded include:

1. Microteaching Assessment that is assessed by a Centre, Trainer/Assessor or IQA deemed to be low risk
2. Practical skills that are continually assessed during a course will be moderated by either direct or remote observation.

These observations can be either announced or unannounced and will be completed **at least three times per trainer, per qualification, per year** (where practicable).

These observation visits will be undertaken by the Centre EQA. The outcome of these observation visits will be recorded on a Centre Visit Form, with feedback and any actions



needed by the Centre. The Centre Visit Form will be sent to the Centre 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/ certificate claims from the Centre, e.g. if the Moderator believes Learner(s) should be a fail rather than a pass or Learner(s) have 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. Centres 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 from the previous moderation feedback. If the Moderator is satisfied that assessment criteria have been 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 Learner(s) they have failed. Centres will receive feedback and any necessary actions required. **NB:** there will be a cost to Centres for this level of reassessment at a rate of £1023 plus VAT per day. Actions within the moderation feedback may include Centres needing to undergo training, which may be charged at a rate of £1023 plus VAT, per day and expenses charged where appropriate.
5. Centres will remain on **100%** moderations until RoSPA are satisfied with their assessment decisions.

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

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

If a Learner is identified 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 Trainer/Assessor and/or IQA who fell below the required standard receives the 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 Trainer/Assessor and/or IQA within a Centre where an individual Trainer/Assessor and/or IQA has been identified as not meeting the qualification assessment, will be subject to an increased level of moderations of 40% per cohort. Trainer/Assessors who have previously not met the required assessments during moderations will continue 100% moderation, until the required standard is achieved.

If inconsistencies continue, RoSPA 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 £1023 plus VAT, per day
- Centres will be required to undergo training, which may be charged at a rate of £1023 plus VAT per day and expenses charged where relevant. Please refer to the RoSPA Sanctions Policy, which is available from the QMS
- Trainer/Assessors and IQAs who fall below the standard attend training with RoSPA. A charge will be given to the Centre at a cost of £1023 plus VAT, per day
- Trainer/Assessors and IQAs who fall below the standard may be subject to an individual sanction.

### Practical skills (not recorded)

If inconsistencies and poor assessment decisions are identified during observation visits, the below procedure applies:

1. The EQA will conduct the remaining Learner assessments, shadowed by the Trainer/Assessor
2. The RoSPA management team must be told at the earliest convenience, either by phone or email, that a Trainer/Assessor has not met the required assessment standard to assess Learners



3. Feedback and actions will be sent to the Centre via the QMS.

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

If 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.

## Appendix 1: How we will undertake Centre Assessment Standards Scrutiny (CASS) remotely

Where it is not possible to undertake announced and un-announced observation visits for practical skills moderations, the Centre will be informed and **all regulated Centres** will be required to video record Learners' practical skills assessments, regardless of their level of moderations. Centres must refer to the Qualification Specification and Centre Assessment Guidance for requirements when video recording assessments. See below requirements for individual qualifications:

### **RoSPA Level 3 Award for Manual Handling Trainers**

**NB:** Centres will need to register Learners by 10.30am on the first day of the course. If this is not possible, please send a copy of the course register to [qualifications@rospa.com](mailto:qualifications@rospa.com) by the end of the first day, to allow RoSPA 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 will randomly select Learners from each cohort to demonstrate the skills, which will be video recorded by the Centre.

Assessment 2 (Microteaching Assessment)

**All** of the Learners' microteaching assessments 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 will randomly select Learners from each cohort to demonstrate the skills, which will be video recorded by the Centre.

Assessment 2 (Microteaching Assessment)

RoSPA 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**

**NB:** Centres will need to register Learners by 10.30am on the first day of the course. If this is not possible, please send a copy of the course register to [qualifications@rospa.com](mailto:qualifications@rospa.com) by the end of the first day, to allow RoSPA 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 will randomly select Learners from each cohort to demonstrate the skills, which will be video recorded by the Centre.

Assessment 3 (Microteaching Assessment)

**All** of the Learners' microteaching assessments 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 will randomly select Learners from each cohort to demonstrate the skills, which will be video recorded by the Centre.

Assessment 3 (Microteaching Assessments)

RoSPA 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**

**NB:** Centres will need to register Learners by 10.30am on the day of the course. If this is not possible, please send a copy of the course register to [qualifications@rospa.com](mailto:qualifications@rospa.com) by 10.30am on the day of the course, to allow RoSPA 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 assessment when:

- a) Applying effort to, or moving, a load or object manually on their own
- b) When using manual handling aids and equipment



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c) When undertaking a manual handling as part of a team.

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

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

## **RoSPA Level 2 Award in Defensive Driving**

**100% moderation level required; the procedure below will be implemented when Centres internally assess Learners:**

**All** Learners must be audio recorded by the Centre undertaking:

Assessment Criteria 1.1 **Explain** the risks of not carrying out a pre-drive check on the driver including: eyesight, physical health, mental health, medication.

Assessment Criteria 1.3 **Explain** the risks associated with journey type e.g. work, personal, emergency, time of day, weather.

Assessment Criteria 1.4 **Explain** the risks presented by human factors e.g. personality type, personal triggers, attitude and behaviour, mood.

Assessment Criteria 2.1 **Discuss** the signs and effects of driver fatigue including signs and symptoms, risks of driving tired, rest breaks, driving excessive or anti-social hours.

Assessment Criteria 2.2 **Discuss** the effects of alcohol and drug impairment including: legal drink drive limits – effects, prescribed and over the counter medication, recreational drugs.

Assessment Criteria 2.3 **Discuss** different types of driver distraction including: mobile devices – phones/smartwatches, satnav, passengers, reaching out of position, looking for a destination, running low on fuel/power.

Assessment Criteria 2.4 **Explain** the risks associated with inappropriate use of speed including: driving too fast for the conditions, exceeding the legal speed limit.

Assessment Criteria 2.5 **Explain** the risks linked to not wearing a seatbelt including: legal requirements, harm to self and others.

Assessment Criteria 3.1 **Identify** 3 different types of hazards and give 2 examples of each including: Fixed hazards, User hazards, Weather/ surface hazards

**All** Learners must be video recorded by the Centre undertaking:

Assessment Criteria 1.2 **Demonstrate** how to carry out a pre-drive check on the vehicle including: Fuel/ power, Lights, Oil, Water and other fluids, Electrics, Rubber – tyres, wipers, Glass, Mirrors



Assessment Criteria 3.2 **Demonstrate** how to create space and time to improve safety and deal with hazards including: Using good observation of the driving environment. Using information gained to make a driving plan

Assessment Criteria 3.3 **Demonstrate** use of appropriate speed including: During normal driving, At junctions, Whilst parking and manoeuvring, In relation to other road users

Assessment Criteria 3.4 **Demonstrate** eco-safe driving including: Saving fuel/ power, Reducing environmental impact, Reducing vehicle wear and tear

Assessment Criteria 4.1 **Demonstrate** how to park, exit and re-enter the vehicle safely and with consideration for others including: Where to park safely, legally and considerately, Use of hazard warning lights, Observation, How to control the vehicle during slow manoeuvres

Assessment Criteria 4.2 **Demonstrate** positive behaviour during normal driving including:

- Taking responsibility for own behaviour and actions
- Awareness of self and the consequences of own actions
- Consideration for, and cooperation with, other road users
- Awareness of vulnerable road users
- Making allowances for the errors and poor driving behaviour of other road users
- Managing distractions inside and outside the vehicle
- Taking control of own risk levels when driving
- Making informed choices in order to reduce risk levels

**NB:** Centres will need to register Learners by 10.30am on the day of the course. If this is not possible, please send a copy of the course register to [qualifications@rospa.com](mailto:qualifications@rospa.com) by 10.30am on the day of the course.

## 5. Responsibility and review

RoSPA 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 on 0121 248 2115
- Email us at [qualifications@rospa.com](mailto:qualifications@rospa.com)
- Or write to us at:  
RoSPA  
RoSPA House  
28 Calthorpe Road  
Birmingham  
B15 1RP

## 6. Evidence

Effectiveness of this policy will be measured through ongoing monitoring of the Centre, through both announced and unannounced Centre visits and moderations. Pass/Refer data will be collected to monitor compliance and trends. Risk ratings for Centres will be updated and managed accordingly.

**Approved by:**

DocuSigned by:  
*Monique Klein*  
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**Name:.**

Monique Klein

**Date:**

1/30/2026

## Appendix 1: related documents

Document Title	Relationship to this policy
RoSPA Malpractice & Maladministration Policy	Risk review carried out to ensure integrity of qualifications linked to malpractice. Available via the Qualification Management System (QMS).
RoSPA Sanctions Policy	Penalties that could be applied by RoSPA for malpractice Available via the Qualification Management System (QMS).
Appeals Policy	Procedure to follow if Centre or Learner is not happy with results of moderation activities Available via the Qualification Management System (QMS).
Ofqual GCoR H2, H3, H5	Rules about marking, Centre Assessments Standards Scrutiny (including Moderation), setting specified levels of attainment and results: <a href="https://www.gov.uk/government/publications/ofqual-handbook-general-conditions-of-recognition-guidance">Ofqual Handbook: General Conditions of Recognition - Guidance - GOV.UK (www.gov.uk)</a>

## Appendix II: document provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
XXXXX	New Policy			ELT, ARCom, BOT	BOT
August 2025	Policy Review	Updated contact email address	New email address	---	---