Bamboo Grove
Training Centre
for continuous growth

Internal Quality Assurance Policy

Contents Page

Moderation Procedure

The moderation process focuses on assessment and quality assurance across the whole organisation and learner base. At Bamboo Grove Training Centre (BGTC) we work with an assessment process and system that is:

- Free from barriers which would restrict access and progression
- Free from overt or covert discriminatory practices with regard to gender, race or creed (Service Equal Opportunities Policy applies in full)
- Designed to pay due regard to the specific learning needs of individuals
- Based on assessments of outcomes of learning, arrived at independently of any particular mode, duration, location or learning
- Awarded based on valid and reliable assessments made in such a way as to ensure that performance to the national standards can be achieved at work

It is the responsibility of BGTC to ensure that assessors in their team are following the guidance set out in these standards. The moderation process is designed to support internal quality assurance, investigate any issues regarding assessment or quality assurance that cannot be resolved locally and provide opportunities to sample assessment decisions, and internal quality assurance practice, before claims for certification are made by the centre.
All moderation should meet GDPR regulations and be within the confidentiality agreement of BGTC.

Continuous Professional Development

Continuous professional development (CPD) is the process by which all members of the assessment and internal quality assurance team keep up to date with current practice, develop their professional practice and progress into new roles. CPD helps individuals and teams stay interested in their work and motivated to take advantage of development opportunities. Staff benefit from a wide range of training courses covering technical skills, management skills and specialist courses related to assessment and internal quality assurance of qualifications and all tutors are expected to complete the relevant CPCAB training courses for the level they are teaching.

Assessors and IQAs are responsible for ensuring that they maintain their professional practice in the occupational area they are assessing or quality assuring. They must in addition make sure that they are up to date with their assessment and/or internal quality assurance practice. CPD can cover a range of activities including attendance on training and development courses, contribution to local standardisation meetings and moderation processes, attendance at joint assessor and internal quality assurance meetings, self-study, shadowing another practitioner, preparing and delivering to others training and learning sessions on different aspects of the role, membership of relevant network organisations or forums and access to multimedia events. It is important that a record is kept of CPD activities within BGTC and these should be available for inspection by authorised personnel if requested. Assessors, invigilators and IQAs are reminded of their responsibilities for maintaining records and taking personal responsibility for their own training and development. moderation, so as to be presentable during EVQs.

Classroom Moderation

Counselling is a process that clients undertake and this process should be respected with all of the candidates in the work that they produce. This means that moderation and feedback is continuous in the classroom, within the boundaried, trustworthy relationship built with their tutor. A key principle of the sampling strategy is that sampling must take place at both interim (formative) and summative stages of the delivery and assessment of the qualification. It is not acceptable to carry out 'end loaded' feedback or to focus solely on examination of completed documentation.

Internal Moderation

The directors will manage and administer the moderation process. Moderation is not a process of 'second assessing' but is a 'risk management' approach that ensures everyone at BGTC is upheld to our high standards, with relevant feedback. It is an opportunity of CPD for tutors to recognise the process students go through within their different levels of training and to receive guidance for colleagues with more complicated work.

If issues with an individual assessor are found at moderation stage, the moderator will summarise the issues and this will be recorded on an assessors Personal Development Plan. Where a significant shortfall has been found with regard to assessment practice, the directors will draw up an action plan with the assessor to complete additional/refresher training or development to improve the individual's understanding of the process or standards to be applied. Until this action plan is completed an assessor will be marked as 'at risk' and an increase in IQA monitoring in line with the organisation sampling policy will occur.

Records of Internal Quality Assurance

IQAs must maintain a record of their activities relating to quality assurance and sampling. This is done using the BGTC moderation form (see Appendix 1) and all forms should be returned to both the tutor concerned and to Maria at maria.bgtc@gmail.com

Sampling Policy and Procedure

All tutors are expected to be a part of the moderation process as a part of their contract. The moderated items will be designated fairly amongst tutors in September of each academic year, in relation to hours worked for BGTC and experience.

For each class there will be two periods of moderation throughout the year. These will take place in November and February. During each of these periods there will be 8 pieces of work moderated for every class, containing a mixture of Learning Reviews, Assignments, Tutor Feedback and Peer Feedback. Throughout the year there should be a range of students moderated.

External Moderation

Our centre will be supported by an External Verifier from CPCAB. They work closely with us at BGTC to ensure that our students are given the highest quality of education. The CPCAB sampling strategy will carry out 100% quality assurance of evidence from any part of any student's portfolio. It is important tutors ensure portfolios are kept up to date as a part of classroom moderation, so as to be presentable during EVQs.

Appendix 1

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BGTC Moderation Form

Candidate:…………………………………

Course: …………………………………………

Name of Moderator:………………………..

Name of Assessor: …………………………..

Work Moderated*: Learning Review; Assignments; Feedback – peer; Feedback – tutor;

Assessment of Criteria from Units: 1   2   3   4   5   6   7

*Tick/circle as appropriate

Accuracy on Assessment of Criteria:

Feedback to assessor on how they have responded to the candidate's ability to meet: the assignment brief, criteria, knowledge, theory and standard appropriate for level of course:

Any further comments:

Signed (moderator):

Date: