



# YMCA **Wales** Community College



## Quality Assurance Systems Procedures





YMCA Wales Community College (the College) has a robust quality assurance system for teaching and learning.

### **Qualifications and Training for Teaching Staff**

All teaching staff on traditional programmes are required to hold, as a minimum teaching qualification, the FEATC or its equivalent, or agree to achieve this qualification within twelve months of their appointment. All personnel delivering learning on the Offender Management programme (supervisors) must have subject knowledge and have received training from the Probation Service in Offender Management and Pro-social modelling.

All staff and Offender Management personnel must have undergone a CRB check before they can work with learners. CRB checks will be repeated every three years.

All staff and Offender Management personnel are given opportunities for continuing professional development.

### **Preparation for Teaching**

On appointment, teaching staff are made aware of College policies and their responsibility to learners. Teaching staff are provided with the learning outcomes for the learning they are employed to deliver, and in most instances the scheme of work and lesson plans, however if these are not available the tutor is required to present an appropriate scheme of work and lesson plans for the course they will deliver.

Offender Management personnel are given workbooks, devised by the College, that provide a structure for teaching and clear evidence collection guidelines.

### **Induction of Learners**

Teaching staff are given a checklist (Annex One) of points to cover with learners at the commencement of their learning. Tutors are also required to complete, with the learner, an Individual Learning Plan on which the learner's progress will be recorded.

Offender Management personnel induct offenders according to the procedures required by the Probation Service.

### **Classroom Observations of Teaching and Learning**

At least once a term every member of the College's teaching staff and all Offender Management personnel delivering on behalf of the College receive a visit from a member of the Senior Management Team (SMT) who will carry out an observation of teaching and learning. In the main teaching staff and Offender Management personnel will receive

notification of the observation visit (Annex Two). During the observation the SMT member will talk to the tutor and learners, and view learners' portfolios. Following the visit the SMT member will complete an Assessment of Teaching and Learning report form (Annex Three) and a grade will be given\*. Action needed to be taken will be highlighted. A copy of the report will be forwarded to the tutor observed, or, in the case of Offender Management personnel to their line manager. The SMT member will follow up any action required to be taken at the next observation visit, or sooner if required. **Copies of Assessment of Teaching and Learning report forms are presented to the Head of College. The Head of College will monitor any reported causes for concern.**

\*If a teaching and learning observation is graded below good the following action should be taken:

- The delivering tutor should be informed of the reason for the low grade either at the time of the observation (if the cause for concern is considerable) or in a letter from the SMT member, at the same time that the copy of the assessment of teaching and learning report form is sent to the tutor, outlining the action the tutor must take to address concerns highlighted and the support available to ensure that standards are raised.
- The SMT member will arrange to carry out a second teaching and learning observation and complete a second observation report form within two weeks of the first visit.
- If the assessment of teaching and learning receives a second grade below good, the SMT member will arrange to meet the tutor to discuss the shortcomings and produce an action plan to improve standards. In addition another SMT member will be asked to carry out a third teaching and learning observation and complete a third observation report form within one week of the second visit.
- If the assessment of teaching and learning receives a third grade below good the teaching staff member will be withdrawn from the course and an alternative tutor will be appointed to take over that course.
- The removed teaching staff member will be offered further guidance/support/training and will not be assigned to another course until the SMT are satisfied that all issues of concern have been addressed.

If a teaching and learning observation of the Offender Management programme is graded below good on the second occasion the SMT member will inform the supervisor's line manager of the reason for the low grade and to request a meeting between the supervisor and his/her line manager where guidance will be given on how the delivery of teaching can be improved.

## **Appeals Procedure**

In cases where there is a disagreement between the SMT and the tutor/supervisor regarding the outcomes of the feedback the tutor/supervisor may request a second observation by a different SMT member. This observation should take place within one month of the original observation.

# **ASSESSMENT AND MODERATION PROCEDURES**

## **Training for SMT/Internal Moderators**

Members of the SMT/Internal Moderators must be qualified either holding the D34 Internal Verifier award or have successfully completed the Agored Cymru Internal Moderator training.

The College maintains a ratio of 1 internal moderator to 8 teaching staff.

## **Formative Assessment**

The first stage of the assessment process is the formative assessment carried out by the course tutor.

Tutors support learners to collate a portfolio of evidence that reflects the full range of assessment that has taken place throughout the course. All assessment activities are recorded on a formative assessment sheet (Annex Four) which is placed in the front of each learner's portfolio. Tutors and learners record achievement as the course progresses. Tutors sign and date the formative assessment sheet to indicate that there is sufficient, valid evidence to meet each of the learning outcomes. The tutor also gives written feedback to the learner on the formative assessment form.

Two weeks before the end of the learning period the tutor is required to inform their named member of the SMT of the learners who are likely to achieve credit on the Accreditation Advice Note (Annex Five).

## **Internal Moderation**

When the nominated member of the SMT/Internal Moderator receives the Accreditation Advice Note he/she contacts the tutor to arrange the internal moderation meeting/visit. The internal moderation will be carried out at the last session of the learning period when learners are present unless learner portfolios are unlikely to be completed before the last session. In these instances internal moderation is carried out as soon as the tutor has received all the learners' work from the course.

At the internal moderation meeting the moderator reviews each portfolio and when satisfied that the assessment is appropriate and that the evidence of achievement is valid, sufficient and authentic, the formative assessment sheets are signed to indicate that the recommendation of award has been agreed. An internal moderation report (Annex Six) is completed. The report describes how the internal moderation process was conducted and highlights areas of good practice and areas for action.

A representative sample portfolio is selected for external moderation. If there are particular issues with a borderline case or questions to ask the external moderator, additional portfolios may be retained.

The internal moderation report is agreed with the tutor and is signed by both parties. The sample portfolio(s), completed accreditation note with sample name(s) highlighted

(asterisked) and internal moderation report are stored in the appropriate term's moderation file to await external moderation. A copy of the internal moderation report is sent to the tutor or the Offender Management supervisor's line manager.

## **External Moderation**

The Awarding Organisation appoints External Moderators.

External moderators visit the College, by prior appointment, once a year or as required.

Internal moderators, tutors and occasionally learners are present at external moderation meetings.

External moderators are given access to learner files/portfolios containing assessment sheets, internal moderation reports and classroom observation reports. External moderators discuss course delivery and evidence collection methods; outcomes and process with those present and give feedback.

A few weeks after external moderator visits the College receives an external moderation report, which highlights issues to be addressed with recommendations and identifies good practices. The report is stored in the appropriate term's moderation file and a copy sent to the subject area tutors, the Offender Management supervisor's line manager and internal moderators.

The internal moderator responsible for the subject area follows up any action required.

## **Review**

The Head of College meets annually with a representative from the awarding Organisation to receive a report outlining issues and good practice in all subject areas. If issues require action the SMT produce an action plan. Progress towards achievement of the action plan is monitored by the Head of College.

Termly Quality Review meetings are held by the College SMT. The meetings review assessments of teaching and learning, evaluations from learners, tutors and partners, responses to withdrawal questionnaires and other quality issues.

Regular standardisation meetings are held for Agored Cymru tutors, Agored Cymru internal moderators and those involved with delivering City and Guilds programmes.

## **Monitoring and Control**

Data on retention, attainment and teaching and learning observation grades are made available to members of the Governing Body, or the appointed standing committee.

Members of the SMT receive feedback and carry out any remedial action required.

## **City and Guilds Qualifications**

The quality assurance systems described in this document apply specifically to OCN qualifications. However the system also applies to the City and Guilds qualifications delivered by the College. City and Guilds quality assurance procedures are also adhered to.

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<i>Amended</i>	<i>May 2010</i>
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