

Quality Mark for Youth Work in Wales

Assessors Impact Report

October 2018

Quality Mark Assessors contribute to youth work performance in Wales, and often find that participation in the programme benefits both their own professional development and the development of their organisation.

To better understand this effect, an assessor impact report was carried out in August and September 2018 by Atkin Associates who manage the programme funded by the Welsh Assembly Government. It looks at why participants volunteer for the role, and what impact they've experienced as a result.

The assessor team

The Quality Mark assessor team is made up of experienced managers from across the youth work sector in Wales who are implementing the Quality Mark assessment as peers on a voluntary basis.

Active Quality Mark assessors



Youth work organisations in Wales that hold the Quality Mark award



Reasons for becoming a Quality Mark assessor

The majority of assessors want to take up the opportunity to examine best practice nationally, enhance their own professional development and support their own organisation to apply for the Quality Mark.

Main reason people decided to become a Quality Mark assessor



I want to be able to examine best practice in my own service. I enjoy learning on quality and the process of monitoring – it is good to learn from others and make sure that we are evaluated and fine, able.

A professional development opportunity

Assessors report high levels of learning and professional development.



What assessors enjoy most

Seeing different approaches to youth work and best practice
Testing out and agreeing on additions or tweaks practical with other assessors
Feeling refreshed, inspired and motivated

Greatest challenges

Creating time for the role
Learning to consistently apply standards to a broad range of youth work providers and settings

Knowledge and skills gained

Improving analytical skills
Interpreting standards consistently
Making evidence based judgements

I went off to my organisation to train as assessors so that they can learn these skills. There is not enough training for people at home manager level, so it would be a great idea to support the Quality Mark training to offer in the sector to use in their own organisations.

Benefit to employers

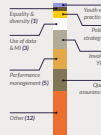
The employing organisations are gaining through this work, with on-going improvements made to both management practice and direct work with young people by assessors when they return to the workplace.

100% Assessors who say the quality mark assessor role provides an opportunity to learn from other organisations.

83% Stated that this directly benefits their own organisation.

80% Implemented changes in their own organisation as a result of working as an assessor.

Areas of practice in their own organisations that they have altered after doing an assessment



Area of greatest impact

Internal processes for quality assurance and performance management
Checking the quality of data
Improving and refreshing quality assurance processes
Checking survey and evidence of organisational policies

It has helped us to embed a more significant quality process within the service. We have incorporated this into our Quality Performance Management systems.

Cross-sector collaboration

Assessors highlight the importance of assessors from the statutory and voluntary sector working together in assessment teams. This ensures the Standards are applied consistently to a wide range of youth work organisations.



Preparation for the QM assessor role

Assessors say the training and support they receive for this work is good.



The importance of lead assessors

There was consensus that while training is important, most learning takes place carrying out an assessment – so it is important that there is good support from the lead assessor and other members of the team.

Requested improvements

Revised assessment to evidence submitted

Feedback on recording systems

Simple and user friendly
Add in meeting assessment on back
Help to focus in on the standards and key decisions

The training was good, it was enjoyable and very engaging. There were lots of practical elements to the training and it was a good length of time.