

# Quality Mark for Youth Work in Wales

Assessor Training  
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Welcome

# Groundrules

- \* Learning environment
- \* No such thing as a silly question
- \* Respect and support each other
- \* Confidentiality
- \* Time boundaries will be respected



# Introductions

Please introduce yourself with:

- \* Your name
- \* Your role
- \* Why you would like to be an assessor

# The aim of this event

For assessors to be confident to carry out a Bronze Quality Mark assessment

# Objectives

During the workshop we will explore and practise key steps in the assessment process including:

- Reviewing and assessing documentary evidence
- Identifying questions for stakeholders and planning a visit
- Observations during the visit
- Recording an assessment visit

- \* The 12 quality standards are divided into 3 levels:
  - \* **Bronze** – the building blocks of high quality youth work
  - \* **Silver** – how well the organisation ensures equality and diversity, how youth work is planned to meet needs and secure improved outcomes, involves young people and is delivered by a qualified workforce
  - \* **Gold** – how well the organisation celebrates young people’s learning , uses resources, assesses its cost effectiveness and works in partnership to improve services and facilities for young people.

# The Quality Standards

## Bronze

- Performance Management
- Quality of youth work practice
- Young people's learning and development
- Legal Requirements

## Silver

- Involving young people
- Curriculum
- Equality and diversity
- Workforce development

## Gold

- Recognising young people's achievement and progress
- Management information
- Partnerships
- Resources



# The assessment process and role of the assessor

# Steps in the assessment process

## Step 1

- Initial evidence check
- Detailed desk based review of the submission
- Planning the assessment visit

## Step 2

- The assessment visit
- Assessing evidence

## Step 3

- Producing a brief assessment report
- Moderation

# Step 1 in Assessment Process

## Initial evidence check

### **Purpose:**

- \* To ensure there is sufficient evidence to proceed with the assessment and that the narrative and evidence are linked.

### **Task:**

- \* The lead assessor undertakes an initial review of the narrative and evidence.

### **Decisions:**

- \* If there is sufficient evidence the assessment will go ahead.
- \* If there is insufficient evidence or the evidence is not well enough linked to the narrative the organisation will be asked to revise the submission and resubmit.



# Initial Evidence check review

- \* Feedback

- \* Good, evaluative judgments on the assessment.
- \* Detailed and follow grade descriptors
  
- \* Evidence needs to be from the last two years
- \* Important to record where standard is not met
- \* Questions must link to grade descriptors
- \* Grading was variable

# Desk-based review

# Desk Based review of the submission

## **Purpose**

- \* To review the submission to identify strengths, areas where further evidence is required and formulate questions for meetings with stakeholders

## **Tasks**

- \* Review the evidence
- \* Identify areas where a good practice grade is indicated
- \* Identify where further evidence is needed
- \* Formulate a list of stakeholders to meet and list questions for the assessment visit

## **Decisions**

- \* Who to meet at the assessment visit
- \* What questions ask stakeholders



# Activity

## Desk based review

- \* Read the narrative and 1.1 Performance Management self-assessment
- \* Use the desk based review template to:
  - \* provide a brief description and evaluation of the evidence
  - \* list questions and comments
  - \* identify where further evidence might be required
- \* Please be prepared to report back on your findings

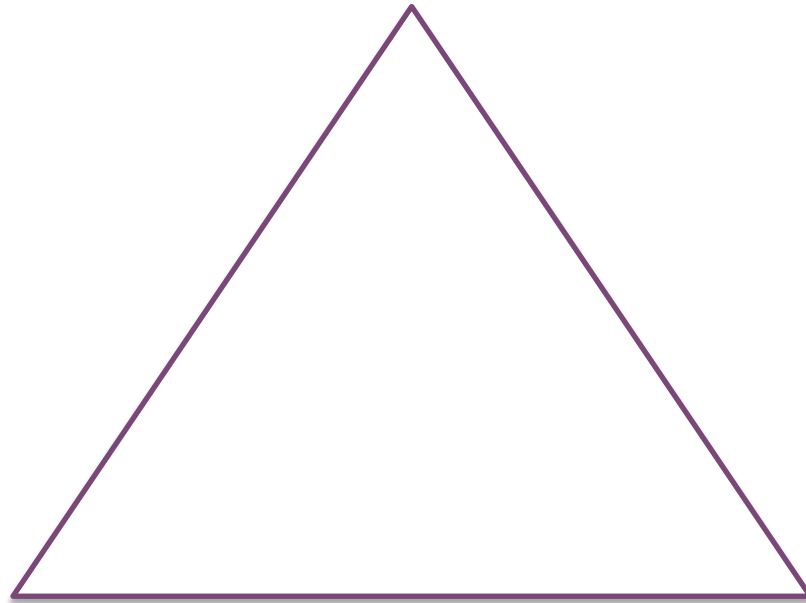
Lunch



# Observation Skills

# The assessment process

- \* What you see
- \* What you read
- \* What you hear



# Observation

- \* 45 minutes – max hour
- \* Views of young people
- \* Relationships - workers and young people
- \* Environment – H&S and Safeguarding
  
- \* Does what you see and hear match what you have read?



# Activity

- \* Have a read through the grade descriptors for quality of practice and young people's learning & development
- \* Watch the Quality Mark videos
- \* Identify any areas of the grade descriptors that this is evidence for
- \* Record using the visit template

# Planning The Visit

# The Assessment Visit

## Purpose

- \* To confirm the documentary evidence in the submission
- \* To gain additional evidence from a range of stakeholders
- \* To receive additional documentary evidence if needed

# Assessment Visit

## Tasks

- \* Meetings with stakeholders to confirm documentary evidence and answer the questions arising out of the desk based review
- \* Visits to provision to confirm the accuracy of the organisation's internal quality assurance
- \* To assess the evidence against the standards and indicators

## Decisions (after the assessment visit)

- \* Is there sufficient evidence to demonstrate a good practice grade against each of the indicators?
- \* If there is not – what further evidence is needed?

# Tips for the assessment visit

- \* Try to keep the number of participants in focus groups to around 6 people.
- \* Allow a 15 minute break between meetings to allow yourself time to reflect on the evidence that has come out of the meeting and link it to the standards.
- \* It is very important to have a clear list of questions for each meeting – no more than 5 because the meetings are relatively short and people want to have a say and be heard.
- \* Remember, the assessment visit for each level should include contact with young people.



# Planning the assessment visit

## Potential list of people to meet

- \* The head of the organisation or service.
- \* Senior managers
- \* Trustees, management committees or in the case of a local authority, elected members
- \* A range of staff from different levels and with varying roles
- \* Young people
- \* Partners
- \* **Remember to ask the organisation which stakeholders it would like the assessor(s) to meet**



# Activity – Questions for the assessment visit

- \* Based on the evidence you've seen so far and taking the other standards and indicators for the Quality Mark Bronze level into consideration: which stakeholders should be invited to meet the assessors in focus groups?  
– please be selective.
- \* List the potential questions for each group.
- \* Please be prepared to feedback

# Assessment Visit Programme

## Day One – Assessor 1

- \* 12.00-12.30 – Arrive
- \* Lunch and meet team
- \* 14.45-15.30 – School Based Project
- \* 16.00 – After school provision
- \* 18.00 – Young People’s Focus Group
- \* 19.00 – Youth Club

## Day Two

- \* 9.15 – Assessor time
- \* 10.30-11.30 School Visit
- \* 11.30-12.30 Assessor Team Meeting
- \* 12.30 Feedback

## Day One – Assessor 2

- \* 12.00-12.30 – Arrive
- \* Lunch and meet team
- \* 13.15 – Senior Managers
- \* 14.00 – Youth Workers
- \* 16.00 – After School Provision
- \* 18.00 – Young People’s Focus Group
- \* 19.30 Youth Club

## Day Two

- \* 9.15-10.00 – School Group Visit
- \* 10.30-11.30 - Partner Meeting  
voluntary sector and education
- \* 11.30-12.30 Assessor Team Meeting
- \* 12.30 Feedback

# Activity – Planning the assessment visit

- \* In your groups, based on areas of experience and expertise decide who will lead on each standard.
- \* Confirm who you would like to meet in focus groups and what questions you want to ask them. Remember to share questions across the team.
- \* Develop an agenda for the assessor meeting and evidence sharing session.
- \* Please be prepared to feedback

# Decision and Report

# At the end of the assessment visit

- Thank the hosts for organising the visit and submitting evidence
- Ask them to pass thanks on to:
  - stakeholders who came to meetings
  - young people
  - staff that prepared and submitted evidence and hosted visits to provision
- The lead assessor will provide a provisional grade to the team which will need to be moderated
- Explain that the report will be sent to them in two weeks, and Welsh Government will confirm award

# After the Assessment Visit – Completing the assessment report

## **Purpose**

- \* The assessment report is a brief account of how the organisation has demonstrated good practice against the Quality Mark standards.

## **Decisions**

- \* Has good practice been demonstrated against all indicators? If so the Quality Mark is awarded after moderation
- \* If not, the assessor:
  - \* agrees where further evidence is required with the organisation
  - \* negotiates a timescale for re-assessment with the organisation with a maximum of 6 months

# Writing the Report

- \* Assessors must complete the visit record within 2 working days of completing the visit and share with the lead assessor
- \* Assessors should identify any areas of good practice they wish to include in the report
- \* The lead assessor will write a draft report for the assessor team to approve and may ask assessors to write elements of the report
- \* The report is sent to Atkin Associate to moderate
- \* The report is sent to Welsh Government and the organisation 2 weeks after the visit



# Marciau Ansawdd a Ddyfarnwyd Quality Mark Awards

## Bronze\* Silver\*\* Gold\*\*\*

1. RCT – YEPS\*\*\*
2. Conwy YS \*\*
3. CCYP\*\*\*
4. Vale of Glamorgan YS\*
5. Pembrokeshire Youth \*\*\*
6. Urdd\*
7. Ceredigion YS\*
8. Wrec Ltd\*
9. YMCA Cardiff\*
10. Merthyr YS\*
11. Torfaen YS\*\*
12. Camarthenshire YS \*
13. KPC Youth\*
14. YMCA Swansea\*
15. Cardiff YS\*
16. Youth Cymru\*