Quality Assurance – Moderators' perspective

UKPHR Practitioners Conference 16.11.17

Overview

- The Moderator team
- Our Role
- Common queries

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The Practitioner Moderator Team

- **Cerilan Rogers**: Lead Moderator

- **Ros Dunkley**: East Midlands, and overall support to moderator team
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- **Alyson Learmonth:** Bradford, North East, Yorkshire & Humber, Wales
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- **Kate Lees**: Schemes supported: East of England, Kent Surrey & Sussex, London, Thames Valley, Wessex
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- **Carole Wood:** West Midlands, South West, Scotland
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Our Role - purpose

▸ To help ensure that the assessment and verification processes are appropriate, consistent, fair, objective, robust and valid.

▸ To assist with the interpretation of standards and other aspects of the Framework and Guidance.

▸ To provide support to each of the devolved schemes, including the co-ordinator, verifiers and assessors.

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Our Role - focus

▸ To ensure that the UKPHR Registration Panel, and therefore the public, can be assured that anyone accepted on the register is able to work at the expected standards of competency and safety.

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Our Role - activities

- Moderation
- Training
- Support

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Activities - Moderation

▸ To ensure consistency of standards and outcomes across the devolved UK schemes.

▸ To support the process by providing advice, feedback and suggestions.

▸ **Quality assurance process.**

When and how does Moderation occur?

- At any point in the process.
- Initiated by the assessor, verifier, verification panel or moderator.
- Random or in response to particular issue(s).
- Specific indicators, one or more commentaries or a whole portfolio.
- No requirement for a specific number of moderations per scheme.

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When does Moderation occur?

▸ Newly trained assessors

▸ Spot moderation (focussing on a specific issue or indicator)

▸ Request of the verification panel

▸ Random moderation as a retrospective audit

▸ Moderation may invite schemes to re-consider decisions.

Activities - training

‣ New assessor training

‣ New verifier training

‣ Assessor & verifier refresher

‣ Optional input to Introductory Days

Activities - Support

▶ Quality assurance support to:
  ◦ Scheme co-ordinators
  ◦ Assessors and verifiers
  ◦ Verification panels

▶ Formal and informal support

▶ Input to
  ◦ Launch days
  ◦ Introductory days

Common queries

- Breach of data protection, standard 3e
- Clarity of assessment log
- Currency of evidence
- Knowledge, understanding & application across all standards
- Requests for 'model answers'
- Assessing at Level 5

Summary

▸ The Moderator team
▸ Our Role
▸ Common queries

▸ **Any questions?**