

Technicals Moderator training



Objectives

- Provide an overview of the City & Guilds Technicals and the associated quality assurance processes
- Provide an overview of the support and training planned for the Moderators
- Describe the role of the Moderator - synoptic assessments
- Describe the role of the Moderator – centre visits (where relevant)
- Illustrate the key milestones and timeline for this year
- Introduce the synoptic assessment and marking approach

Training plan – Moderators

Content	Mode of delivery	Time required	Time of year	Objectives
Moderator Induction	F2F	1 day on site	Nov/Dec 2018	Overview of Moderator role and activity
Centre-assessed component external verification	Remote	2 hours	Feb/March 2019	Quality assurance of centre-assessed components including optional units
Report Writing	Remote	1 hour	On demand from Jan 2019	How to write good quality moderator reports
Moderation portal training	Webinar	1 hour	On demand	Orientation and navigation of the platform, support for technical queries, support for centres.
Standardisation	Webinar / F2F TBC	1 -2 days	May/June 2019	How to mark to standard using actual learner work

Moderator

- Moderation of Synoptic Practical Assessment
- Quality assurance of the centre-assessed components (e.g. Optional units)
- Quality assurance of centre assessment documentation
- Moderation visit, where applicable
- Providing feedback to the centre on the collection of evidence / internal assessment / marking activity / administration of the assessments with recommendations for improvement

Lead Moderator

- Supporting the Principal Moderator in maintaining the qualification standards
- Sampling moderator work and providing development feedback – forms / marking / process
- Supporting Moderators during the moderation process

Principal Moderator

- Support / leading on the development of the synoptic assessment
- Preparation of standardisation materials
- Lead on subject specific training and standardisation of moderators
- Sampling moderator work and providing development feedback – forms / marking / process
- Awarding

Associate Quality

- Recruitment of Moderators, Lead Moderators and Principal Moderators
- Training of Moderators, Lead Moderators and Principal Moderators
- Support to Principal Moderators, Lead Moderators and Moderators

Quality Assurance

- Set the principles for the quality assurance process
- Preparation of guidance materials
- Moderation quality assurance process – regression
- Standardisation
- Determination of results
- Enquiries About Results (synoptic)

Qualification and Assessment Development

- Development of the qualifications and assessment materials
- Marking of theory test
- Awarding meeting and process
- Qualification report
- Appeals (theory test)

The above teams will be involved in the quality assurance and awarding process for Technical qualifications

Technicals and Moderation Support Team

- Anthony Atkinson – High Priority Qualifications Manager
- Amy Grundy – Lead Moderation Process Co-Ordinator

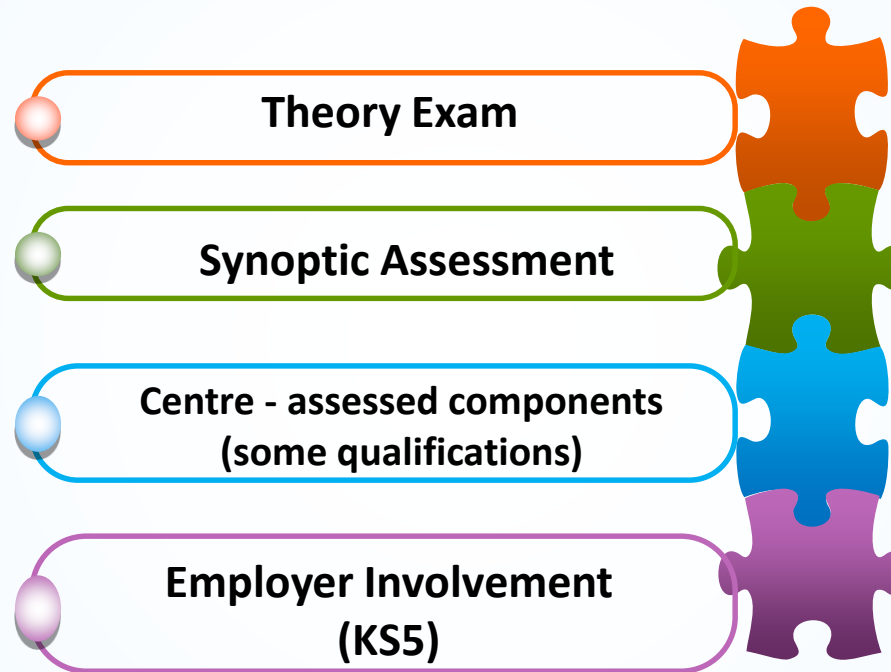
Moderation Process Co-Ordinators:

- Alex Powell
- Reece Bramall
- Plus 4 additional team members

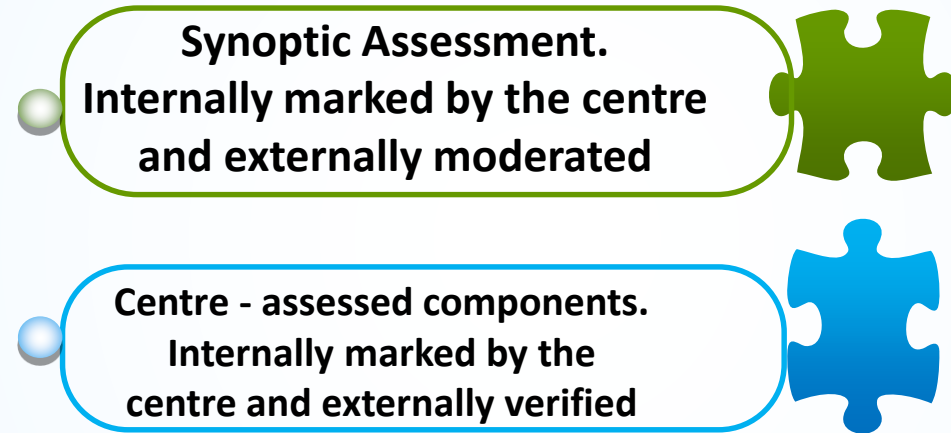
T: 01924 206719 | E: moderationssupport@cityandguilds.com



Components of the Technical Qualifications



Role of the Moderator



What is Moderation?

For internally marked assessments City & Guilds will provide guidance and support to centres to ensure comparable, reliable marking across centres.

However, it is unrealistic to expect all marking to be sufficiently aligned across all centres on the basis of this alone.

Moderation is the process where a small number of trained markers are standardised to a national standard of marking. They remark a sample from each centre. Their marks act as a benchmark to inform City & Guilds and centres whether the marking is in line with the national standard.



What is Moderation?

Where centres are marking to a more severe or lenient standard, the centre's marks for the whole cohort are adjusted to bring them into alignment with the national standard.

Where the centre does not match the national standard, but there is not a clear, fair adjustment that can be made, a remark is required.

Once moderation is completed all final candidate marks will feed into the awarding process where the boundary marks for pass, merit and distinction are set ready for qualification results to be finalised.



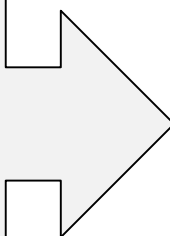
Moderation general principles

- General model of remote / digital moderation and quality assurance
- Supported by moderation portal
- Centre submission of marks, grades and outcomes to the portal
- Sample of evidence needed for moderation uploaded to the portal
- Moderator review of marks and evidence on the portal

Role of Moderator – Synoptic Assessment

Centre submits all candidate marks and a sample of work by 17/05/19, via the platform.

This must include the **highest** marked work, the **lowest** marked work and a **representative** sample of marks in between. At least 50% of candidates seen during visit. In addition, centres should submit all **personal interest (PI)** cases



No of candidates (per centre)	Full sample size
12 or fewer	All candidates
13-100	12
101-200	15
More than 200	20

KEY PRINCIPLE - MODERATOR SELECTS THE SAMPLE

The Moderator must check the sample to ensure that it meets the criteria. Where necessary additional candidate work is requested by the Moderator.

No of candidates (per centre)	Sub-sample
6 or fewer	All candidates
7+	6

Moderators will then remark a **sub-sample** of this work using the following ratios, including all **PI** cases.

If any are outside tolerance ± 3 , moderator remarks the rest of full sample.

➤ This must include the **highest** marked work, the **lowest** marked work and a **representative** sample of marks in between

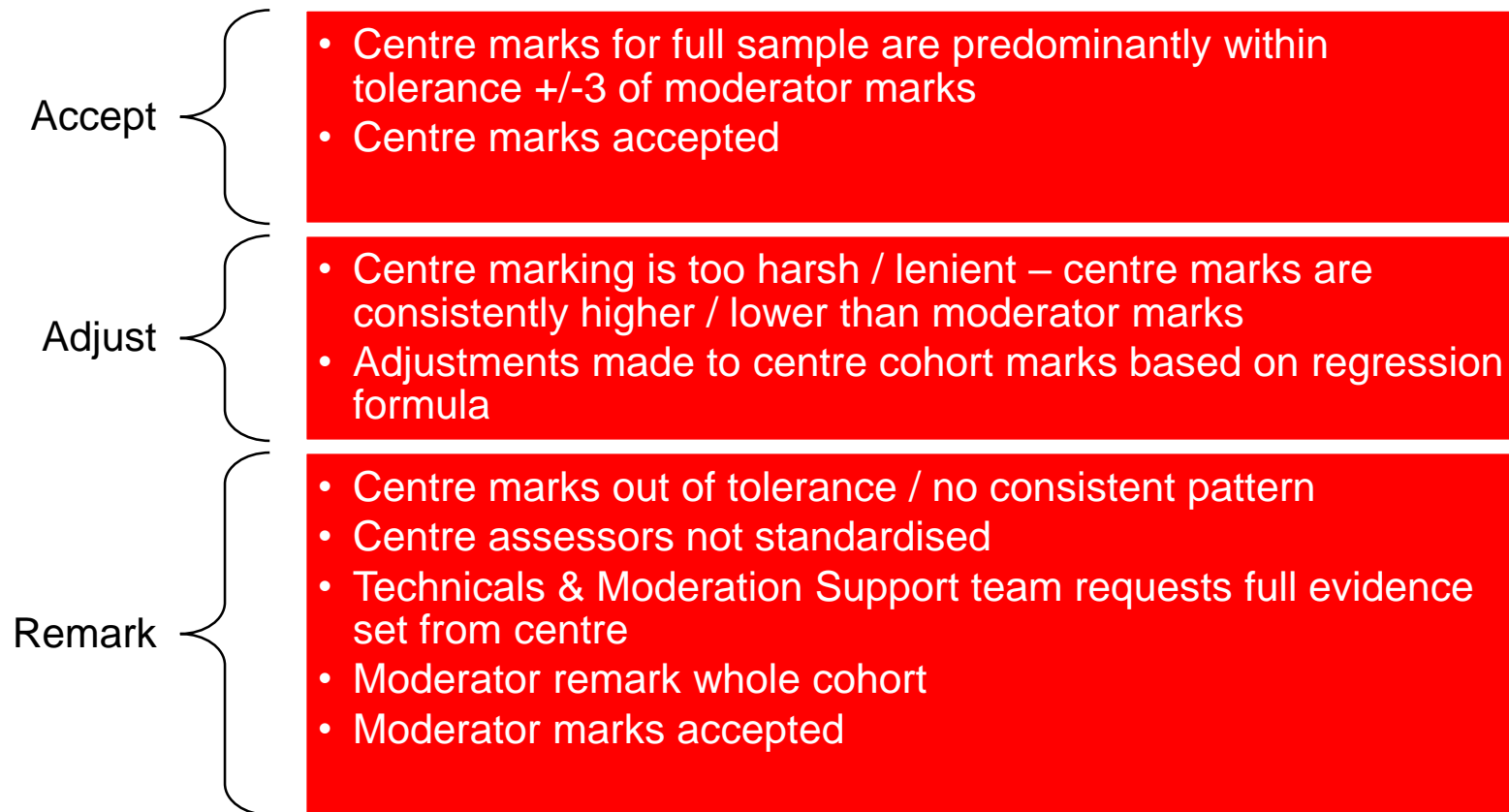
Activity 1 – Moderation scenarios

In pairs, work through the moderation scenarios for the synoptic assessment provided in hand-out. For each cohort what action would you take as a moderator?

Feedback your answers to the group.

Synoptic Assessment - regression

Once the remark is completed, Quality Assurance team carries out scaling to determine final marks for the cohort



Moderation – remote or visiting

- Remote / digital moderation and quality assurance is where the Moderator reviews / remarks evidence on the Moderation Portal. The moderator needs to see the same evidence as the original marker
- Some evidence lends itself to digital capture – written / photographic etc.
- Some evidence is ephemeral (fleeting) and difficult to capture digitally – performance / observation of skills

There are two objectives of the moderation visit:

- *Ensure that evidence gathered by the tutor during the practical sections of the synoptic assessment is **sufficient**, **valid** and **reliable** enough to support marking or moderation*
- *Allow the **independent** collection of evidence by the moderator providing a **benchmark** against which to compare the tutor-produced evidence*

- The objective of the visit is **unlike** EQA activity where portfolios / written evidence / delivery standards / staff qualifications CPD etc. are checked.
- Centre marks are not checked during the visit because marking or standardisation has not taken place yet.

City & Guilds Technical Qualifications which require a Moderation Visit

Market	Qualification Number	QAN	Qualification Title	Visiting moderation
Beauty	6003-20	603/0376/1	Level 2 Technical Certificate in Beauty Therapy	Visit
Beauty	6003-21	603/0358/X	Level 2 Technical Certificate in Beauty Retail	Visit
Beauty	6003-22	603/0378/5	Level 2 Technical Certificate in Nail Treatments	Visit
Beauty	6003-30	601/7352/X	Level 3 Advanced Technical Diploma in Beauty and Spa Therapy (540)	Visit
Beauty	6003-32	601/7492/4	Level 3 Advanced Technical Diploma in Nail Technology (450)	Visit
Beauty	6004-30	601/7355/5	Level 3 Advanced Technical Diploma in Complementary Therapies (540)	Visit
Beauty	6010-20	603/0379/7	Level 2 Technical Certificate in Make-up Artistry	Visit
Beauty	6010-31	601/7514/X	Level 3 Advanced Technical Diploma in Theatrical, Special Effects and Media Make-up Artistry (540)	Visit
Hair	6002-20	603/0344/X	Level 2 Technical Certificate in Barbering	Visit
Hair	6002-21	603/0377/3	Level 2 Technical Certificate in Hairdressing	Visit
Hair	6002-22	603/0350/5	Level 2 Technical Certificate in Cutting and Styling Services	Visit
Hair	6002-23	603/0351/7	Level 2 Technical Certificate for Hair Colouring Services	Visit
Hair	6002-30	601/7346/4	Level 3 Advanced Technical Diploma in Barbering (450)	Visit
Hair	6002-31	601/7348/8	Level 3 Advanced Technical Diploma in Hairdressing (540)	Visit
Hair and Beauty	6010-30	601/7501/1	Level 3 Advanced Technical Diploma in Media Make-up Artistry (540)	Visit
Hospitality and Catering	6100-20	603/0356/6	Level 2 Technical Certificate Professional Cookery	Visit
Hospitality and Catering	6100-30	601/7497/3	Level 3 Advanced Technical Diploma in Professional Cookery (450)	Visit

Market	Qualification Number	QAN	Qualification Title	Visiting moderation
Hospitality and Catering	6100-32	601/7498/5	Level 3 Advanced Technical Diploma for Professional Chefs (Patisserie and Confectionery) (450)	Visit
Hospitality and Catering	6100-33	601/7499/7	Level 3 Advanced Technical Diploma for Professional Chefs (Kitchen and Larder) (450)	Visit
Hospitality and Catering	6103-20	603/0370/0	Level 2 Technical Certificate Food and Beverage Service	Visit
Hospitality and Catering	6103-30	601/7370/1	Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services (450)	Visit
Hospitality and Catering	7178-20	603/0360/8	Level 2 Technical Certificate in Food Preparation and Service	Visit
Land	0171-30	601/7448/1	Level 3 Advanced Technical Certificate in Agriculture	Visit
Land	0171-31	601/7452/3	Level 3 Advanced Technical Diploma in Agriculture (540)	Visit
Land	0171-32	601/7451/1	Level 3 Advanced Technical Extended Diploma in Agriculture (720)	Visit
Land	0171-33	601/7459/6	Level 3 Advanced Technical Extended Diploma in Agriculture (1080)	Visit
Land	0171-38	601/7463/8	Level 3 Advanced Technical Extended Diploma in Land Based Engineering (1080)	Visit
Land	0172-30	601/7518/7	Level 3 Advanced Technical Certificate in Animal Management	Visit
Land	0172-31	601/7520/5	Level 3 Advanced Technical Diploma in Animal Management (540)	Visit
Land	0172-32	601/7520/5	Level 3 Advanced Technical Extended Diploma in Animal Management (720)	Visit
Land	0172-33	601/7549/7	Level 3 Advanced Technical Extended Diploma in Animal Management (1080)	Visit
Land	0172-35	601/7184/4	Level 3 Advanced Technical Certificate in Equine Management	Visit
Land	0172-36	601/7185/6	Level 3 Advanced Technical Diploma in Equine Management (540)	Visit
Land	0172-37	601/7186/8	Level 3 Advanced Technical Extended Diploma in Equine Management (720)	Visit

Market	Qualification Number	QAN	Qualification Title	Visiting moderation
Land	0172-38	601/7187/X	Level 3 Advanced Technical Extended Diploma in Equine Management (1080)	Visit
Land	0173-30	601/7557/6	Level 3 Advanced Technical Certificate in Land and Wildlife Management	Visit
Land	0173-31	601/7558/8	Level 3 Advanced Technical Diploma in Land and Wildlife Management (540)	Visit
Land	0173-32	601/7565/5	Level 3 Advanced Technical Extended Diploma in Land and Wildlife Management (720)	Visit
Land	0173-33	601/7564/3	Level 3 Advanced Technical Extended Diploma in Land and Wildlife Management (1080)	Visit
Land	0174-30	601/7453/5	Level 3 Advanced Technical Certificate in Horticulture	Visit
Land	0174-31	601/7456/0	Level 3 Advanced Technical Diploma in Horticulture (540)	Visit
Land	0174-32	601/7455/9	Level 3 Advanced Technical Extended Diploma in Horticulture (720)	Visit
Land	0174-33	601/7454/7	Level 3 Advanced Technical Extended Diploma in Horticulture (1080)	Visit
Land	0174-35	601/7507/2	Level 3 Advanced Technical Certificate in Forestry and Arboriculture	Visit
Land	0174-38	601/7517/5	Level 3 Advanced Technical Extended Diploma in Forestry and Arboriculture (1080)	Visit
Land	0175-30	601/7444/4	Level 3 Advanced Technical Diploma in Floristry (540)	Visit
Land	0171-20	603/0067/X	Level 2 Technical Certificate in Agriculture	Visit
Land	0171-28	603/0145/4	Level 2 Technical Certificate in Land-Based Engineering	Visit
Land	0172-21	603/0833/3	Level 2 Technical Certificate in Animal Care	Visit
Land	0172-26	603/0834/5	Level 2 Technical Certificate in Equine Care	Visit
Land	0173-20	603/1198/8	Level 2 Technical Certificate in Land and Wildlife	Visit
Land	0174-20	603/0868/0	Level 2 Technical Certificate in Horticulture	Visit
Land	0174-21	603/1175/7	Level 2 Technical Certificate in Forestry & Arboriculture (360)	Visit
Land	0175-20	603/0839/4	Level 2 Technical Certificate in Floristry	Visit

Market	Qualification Number	QAN	Qualification Title	Visiting moderation
Construction	7905-30	601/7236/8	L3 Advanced Technical Diploma in Bricklaying (450)	Visit
Construction	7906-20	603/0352/9	L2 Technical Certificate in Site Carpentry	Visit
Construction	7906-21	603/0354/2	L2 Technical Certificate in Architectural Joinery	Visit
Construction	7906-30	601/7418/3	L3 Advanced Technical Diploma in Site Carpentry (450)	Visit
Construction	7906-31	601/7419/5	L3 Advanced Technical Diploma in Architectural Joinery (450)	Visit
Construction	7907-20	603/0364/5	L2 Technical Certificate in Painting and Decorating	Visit
Construction	7907-30	601/7420/1	L3 Advanced Technical Diploma in Painting and Decorating (450)	Visit
Construction	7908-20	603/0319/0	L2 Technical Certificate in Plastering	Visit
Construction	7908-30	601/7417/1	L3 Advanced Technical Diploma in Plastering (450)	Visit
Building Services Engineering	8202-20	603/0228/8	L2 Technical Certificate in Electric Installation	Visit
Building Services Engineering	8202-25	603/0284/7	L2 Technical Certificate in Plumbing	Visit
Building Services Engineering	8202-30	601/7307/5	L3 Advanced Technical Diploma in Electrical Installation (450)	Visit
Building Services Engineering	8202-35	601/7201/0	L3 Advanced Technical Diploma in Plumbing (450)	Visit

Principles of the Marking Grid



4 The minimum and maximum marks that are available to allocate in the band

5 A generic description of performance quality for the band

Marking grid

For any category, 0 marks may be awarded where there is no evidence of achievement

1 The assigned weighting for the qualification

2 Assessment Objective

3 Questions to use as prompts to focus the marking.

6 Qualification specific guidance as to what the quality of performance might look like for this qualification

%	Assessment Objective	Band 1 descriptor Poor to limited	Band 2 descriptor Fair to good	Band 3 descriptor Strong to excellent
20	AO1 Recall of knowledge relating to the qualification LOs <ul style="list-style-type: none"> Does the candidate seem to have the full breadth and depth of taught knowledge across the qualification to hand? How accurate is their knowledge? Are there any gaps or misunderstandings evident? How confident and secure does their knowledge seem? 	(1-4 marks) Recall shows some weaknesses in breadth and/or accuracy. Hesitant, gaps, inaccuracy	(5-8 marks) Recall is generally accurate and shows reasonable breadth. Inaccuracy and misunderstandings are infrequent and usually minor. Sound, minimal gaps	(9-12 marks) Consistently strong evidence of accurate and confident recall from the breadth of knowledge. Accurate, confident, complete, fluent, slick
Examples of types of knowledge expected: professional/personal skills and qualities, regulations, safeguarding, values that underpin practice, codes of conduct, person centred care, inclusive care/practice, life stages and milestones, development theories, use of terminology, relevant legislation and initiatives, roles and responsibilities, health and safety / risk considerations, core behaviours, local services policy and resourcing services, wider health landscape and inequalities in health.				
		The candidate has shown basic knowledge with no clear links to concepts, for example how legal requirements influence practice. There may be some gaps in knowledge but no inaccuracies.	The candidate has shown a broad range of accurate knowledge, making links across concepts and how these influence practice. The majority of explanations are detailed and examples are provided. They can cite relevant examples when providing explanations or descriptions e.g. theorists.	The candidate has shown in-depth knowledge of the links across a range of concepts, showing a high degree of confidence and accuracy. Explanations are detailed and corresponding examples are provided.

Using the marking grid

Ask the following questions:

- Am I assigning marks in the correct Assessment Objective?
- How good is the evidence? (assign a band)
- What makes it good / better? (lower, middle or upper band?)
- Where are the good bits? (justifications)
- How descriptive is the justification?

Principal Moderator session





Practice Marking Materials

The background is a dark teal gradient with several glowing, curved lines of binary code (0s and 1s) in a lighter teal color. The lines curve from the top left towards the right. In the foreground, there are larger, semi-transparent binary digits. At the bottom, a dark teal horizontal bar contains the title text.

The Moderation Portal

Moderation Portal

- ❖ Using the information submitted by our centres during the registration and booking process, City & Guilds will prepare the moderation portal for each centre.
- ❖ Once the assessments are completed, the centre will log learner results onto the portal – Synoptic and any additional centre-assessed component
- ❖ Following the guidance in the [Technical Qualifications: Marking and moderation guide](#)
- ❖ centres are required to submit samples of learner evidence for quality assurance onto the portal
- ❖ The portal will support a range of evidence types – documents, pdfs, pictures, video. Centres have a guide for uploading: [Technical Qualifications: Requirements for uploading evidence](#)
- ❖ Once the centre has submitted their learner results and evidence to the moderation portal – the City & Guilds moderator will be able to access both evidence and marks.
- ❖ The moderator inputs their marks for the sample

Declaration of Authenticity

- Confirmed declaration by the tutor and candidate that the work submitted is the candidate's own work
- Highlights any support given to the candidate during the assessment

Candidate Record form

- Breakdown of marks per AO for each candidate and the centre's justification in allocating those marks

Centre Standardisation Declaration

- Declaration from the IQA that centre standardisation has taken place
- Encourages centres to carry out standardisation

Personal Interest form

- Information around candidates that have a relationship with the tutor
- Impact the remarking activity – all PI should be remarked by moderator

Role of the Moderator - forms

Moderator feedback to centres

- At the end of the moderation process the moderator will complete the Moderator Feedback to Centre form
- This provides feedback to centres on how well they have managed the administration, marking and submission of evidence and will give them key recommendations as to what action they need to take going forward.
- The moderator feedback needs to be clear, concise and specific enough to support centre improvement.
- The final moderation decision on the centre marks will be added to the form once it has been communicated to moderators by City & Guilds
- All Moderator feedback forms need to be finalised by the end of July, although much of this document will be populated during the remote moderation activity in early June.



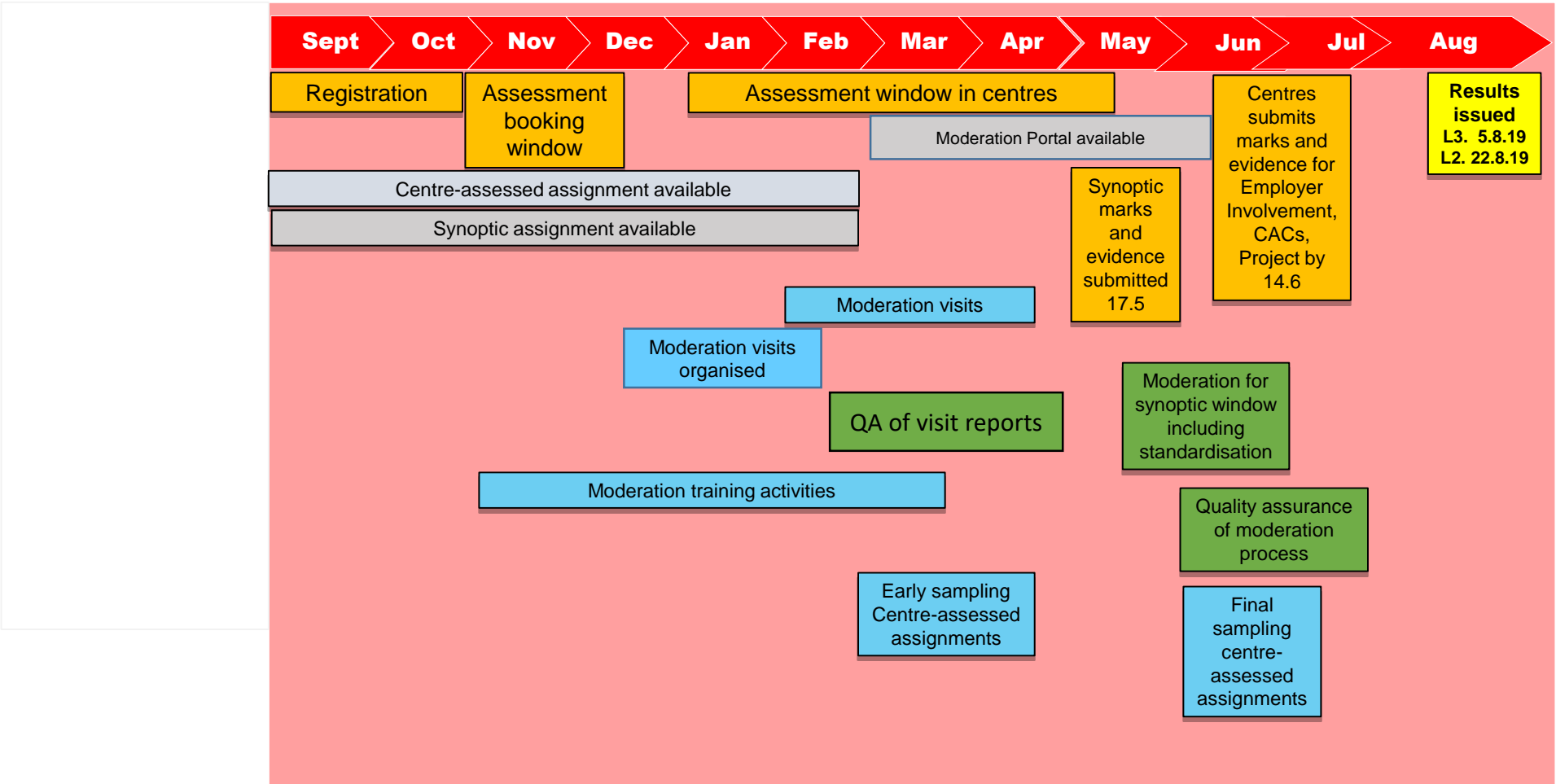
Activity 2 – Moderation Feedback to Centre

In small groups look at the Moderator Feedback Form.

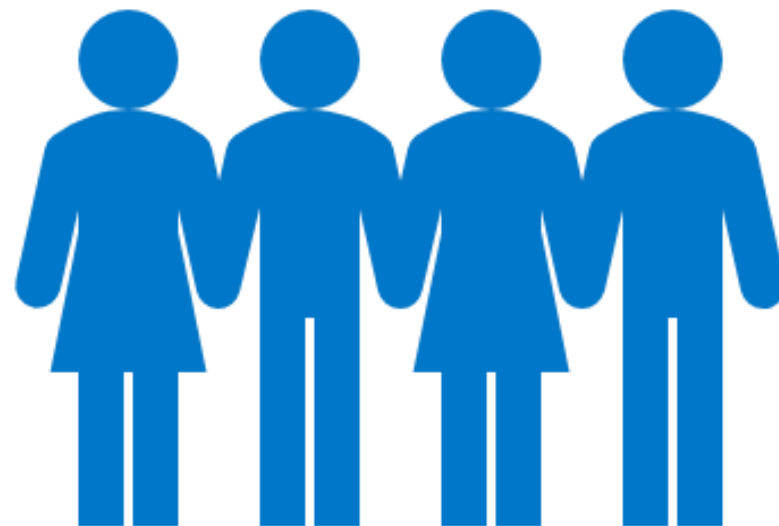
As a centre what do you think is the most relevant information?

Which centre staff do you think would be interested in this information?

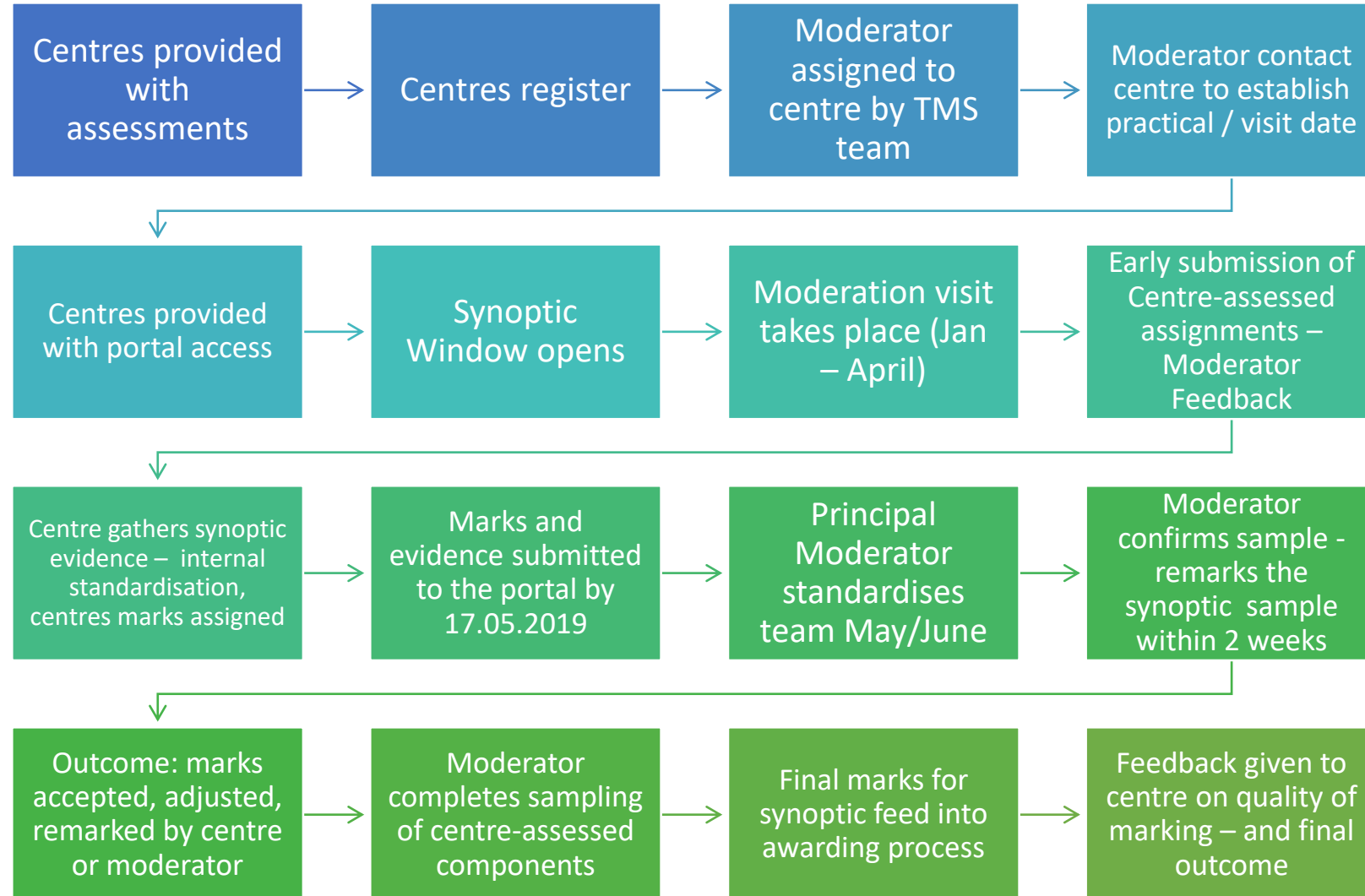
TIMELINE 2018/19



Final generic session



Overview of the moderation process 2018.2019



Moderator Document Library



- **Moderator Guides**
- **Centre Visit Documents**
- **Practice marking materials**
- **Contact details for PM/LM**
- **Report form templates and exemplars**
- **Fees and Expenses claim forms and handbook**

Fees

£ per day	
190	Remote Moderation activity (full day)
95	Remote Moderation activity (half day)
210	Visiting moderation including prep work and report writing
190	Attending training
50 per 2 hours	Webinar training

Fees & Expenses handbook can be accessed from the [Moderator Document Library](#)

Breakdown of Fees and Expenses forms (BFEs)

Fees and Expenses Form - Moderation Training, Standardisation Activities, Principal/ Lead Moderator sampling- Quality Assurance & Improvement Team

QAIT BFE v3



Please submit this form electronically to:

associate.moderator@cityandguilds.com

All claims must be accompanied by receipts and submitted on a monthly basis.

First Name: Sharon
Last Name: Veitch

Role: Moderator

Claim start date: 01/12/2018

Claim end date: 31/12/2018

Vendor Number: 123456

Industry Area: Engineering and Transport

Claim Reference:

SV43465MOCM

Fees

Date	Fee Claim No.	Please Select Activity Type	GL Code (Admin use only)	Hours	Full Centre Name & Number / Moderator Name	Additional comments if required	Fee
01/12/2018	1	Moderator - webinar training (Maximum 2 Hrs)	700210	2.0	Sharon Veitch	Refresher training	£50.00

Breakdown of Fees and Expenses forms (BFEs)

Fees and Expenses Form - Moderation Activities- Moderation Support Team

MST M BFE v3



Please submit this form electronically to:

moderationclaims@cityandguilds.com

All claims must be accompanied by receipts and submitted on a monthly basis.

First Name: Sharon

Last Name: Veitch

Vendor Number: 123456

Industry Area: Engineering and Transport

Role: Moderator

Claim start date: 01/03/2019

Claim end date: 01/04/2019

Claim Reference:

SV43556MOMST

Fees (750100)

Date	Fee Claim No.	Please Select Activity Type	Hours	Full Centre Name & Number / Moderator Name	Additional comments if required	Fee
01/03/2019	1	Moderator - visiting moderation activity	7.0	The main college		£210.00

Any questions?



Support and resources



- [Moderator document library](#)
- [City & Guilds Technical qualifications](#)
- Your Lead and/or Principal Moderator
- Associate Manager Sharon Veitch Sharon.veitch@cityandguilds.com 07956 526165
- Alison Atkinson AA@thebaldockfive.co.uk 07968 378212
- Associate Quality team associate.moderator@cityandguilds.com
- Technicals and Moderation Support team moderationssupport@cityandguilds.com 01924 206719

Next steps

- You will receive a follow up email with the materials from the induction session and contracting information including a '**new vendor**' form
- You will receive information in relation to additional training for:
 - Centre-assessed assignment/ optional unit moderation (if applicable)
 - Moderation Portal Training
 - Report Writing
- You will be informed of dates for Standardisation for May/June 2019
- Familiarise yourselves with everything to do with the qualification you will be moderating. Use the information on the [C&G Technicals webpage](#)
- Read all of the guidance handbooks, exemplars and other supporting information on the [Moderator document library](#)
- You will receive information regarding the centres you will be the Moderator for this year

Thankyou

