



## **Centre Assessment Standards Scrutiny strategy (CASS)**

**For**

- 1. Level 3 Diploma in Wellbeing and Holistic Therapies**
- 2. Level 3 Certificate in Spa and Wellness Experiences**
- 3. Level 3 Certificate in Massage**
- 4. Level 3 Diploma in Body Massage Therapy**
- 5. Level 3 Certificate in Anatomy, Physiology and Pathology**
- 6. Level 3 Certificate in Thai Massage**

**December 2021**

### **Strategy Rationale**

The strategy includes the following factors:

- The typical course of study for the qualification – sessional, roll on roll off, fixed start/end dates for the qualification
- The typical duration of the course of study – number of weeks, months or terms
- The typical learner undertaking the qualification – Adult learners in the workplace and accredited study centres in the UK and internationally
- The typical type of centre delivering the qualification – FE College, Private Training Provider, HE College, University, School, Academy, Overseas centre
- The number of components in the qualification and the number of these that are marked by a centre – The number of units within the qualification and number of centre devised assessments associated with the units
- The typical evidence generated for the qualification – Assignments, a portfolio of evidence, assessor observation, multiple choice question papers, oral and written feedback
- The assessment model – units that are marked or graded
- The number of learners taking the qualification – the overall number and whether these are following the same course of study
- The time period over which all components for a qualification are sampled
- The number of learners sampled during each activity for each component – based on the EQA sampling strategy and rationale
- The content of the monitoring sample of learners – a sample checking involves learners that have already received results for their qualification or only those that have yet to receive results and whether all or some learners are sampled prior to receiving results
- The intended outcome of monitoring activities – to inform future changes to processes, monitoring visits or if certificates need to be revoked

## CASS for Level 2 Beauty Therapy suite of qualifications

Key Factors	
Course of study	Roll on roll off or fixed start/end dates. Face to face classroom/salon/workshop based can include blended learning
Duration of study (average)	<ol style="list-style-type: none"> <li>1. Level 3 Diploma in Wellbeing and Holistic Therapies 1. TQT 830</li> <li>2. Level 3 Certificate in Spa and Wellness Experiences 2. TQT 410</li> <li>3. Level 3 Certificate in Massage 3. TQT 350</li> <li>4. Level 3 Certificate in Anatomy, Physiology and Pathology 4. TQT 130</li> <li>5. Level 3 Diploma in Massage Therapy 5. TQT 620</li> <li>6. Level 3 Certificate in Thai Massage 6. TQT 250</li> </ol>
Learner profile	Learners, aged 16+
Centres delivering	FE Colleges, Private Training Providers
Qualification components for:	<ol style="list-style-type: none"> <li>1. Level 3 Diploma in Wellbeing and Holistic Therapies 1. Eight mandatory units, two optional units</li> <li>2. Level 3 Certificate in Spa and Wellness Experiences 2. Three mandatory units, two optional units</li> <li>3. Level 3 Certificate in Massage 3. Three mandatory units, one optional</li> <li>4. Level 3 Certificate in Anatomy, Physiology and Pathology 4. One mandatory unit</li> <li>5. Level 3 Diploma in Massage Therapy 5. Six mandatory units, one optional</li> <li>6. Level 3 Certificate in Thai Massage 6. Three mandatory units</li> </ol>
Evidence	MCQs – multiple choice question papers, assessor observations and feedback, assignments and portfolio of evidence.
Assessment model	<p>Three overarching multiple choice question papers provided by Qualifi</p> <p>Assessment criteria for competency-based performance and knowledge and understanding set by Qualifi</p> <p>EQA sampling of internally assessed learner performance, knowledge and understanding and MCQ papers</p> <p>NB: Centres are also offered an external assessment option for practical performance observations, to be conducted by a Qualifi External Assessor</p>
Number of learners taking the qualification	The number of learners on the course of study could vary depending on the delivery model and duration. Assessment requirements will be consistent. Internal quality assurance and external quality assurance to be conducted
Components of the qualification to be monitored	All components to be EQA sampled. MCQs and evidence of assessment records covering observations and underpinning knowledge evidence sampled across units and assessors.

	Learners from various cohorts to be sampled by Qualifi's EQA (based on the centre delivery model, duration)
Timing of monitoring	Prior to completion of the first cohort. For subsequent cohorts monitoring will be timed to coincide with final practical summative assessments to sample assessor decisions relating to learner competency
Number of components sampled during monitoring	All components, across multiple learners (based on the EQA sampling strategy)
Time period for sampling qualification components	Prior to candidate sign-off, generally on an annual basis
Number of learners sampled during each monitoring	Based on the EQA sampling Strategy – minimum of 10 students, or 20% of total, whichever is higher
Content of monitoring sample	All learners that have completed Qualifi's standard assessments
Intended outcomes of monitoring	As mentioned in the External Quality Assurance Report

Factors will vary and specific attention will be given to the variation in delivery models and course durations via the External Quality Assurance process.

Additional considerations (centre specific) to the strategy:

- Monitoring to take place (ahead of certification) if a centre has not previously marked MCQ assessments and carried out summative observations for the qualification
- At approval all members of the centre staff involved in the qualification will be approved. Centre staff updates to be provided by the centre. Any additional centre staff will be approved and all staff to be monitored during the EQA process
- Monitoring to take place if there is a significant increase in learner registration for the qualification, since the last EQA monitoring, based on the risk management of centres. An additional EQA monitoring would take place if the annual visit had been carried out
- If there is any suggestion of malpractice, maladministration in relation to delivery, assessment and certification of learners
- When the qualification content considerably changes as a result of a review and development based on national occupational standards or industry requirements. This would apply to any centre offering the qualification once it had been changed
- Where the professional standard (licence to practice) is changed
- If an analysis of data and evidence suggests any additional scrutiny is required

**External Quality Assurance** - External quality assurance will include:

- MCQs set by Qualifi and marked by each centre (sampled)
- Summative observation assessments internally assessed for practical units within a qualification (sampled)

OR

- Summative observation assessments to be externally assessed by the Qualifi EQA for the mandatory technical units within the qualification, combined with sampling for practical optional units as applicable
- Assignments for specific knowledge and understanding components of a qualification (sampled)
- Professional discussions with learners
- Portfolios of evidence
- Assessment records
- Assessments undertaken on a range of cohorts within a centre

As part of the external quality assurance monitoring process centres will be provided with written feedback following sampling of centre assessed observations, to include the following:

### **Overall approach**

- why assessment marking by the centre is considered appropriate, or not, for particular assessments within a particular qualification or type of qualification
- the appropriateness, or not, of the approach to assessment by the centre, based on the nature of the evidence produced by learners in the relevant assessment
- why the approach is appropriate, or not, to ensure valid and manageable qualifications, based on the risks it has identified in relation to the qualification
- how the approach to assessment ensures that certificate claims are accurate and if certificate claims are inaccurate why
- what the centre needs to do to remain compliant or become compliant with the conditions

Written feedback will be recorded within the Qualifi External Quality Assurance Report and provided to the centre following each external quality assurance monitoring visit.

### **Allowing centre to mark assessments**

Centres will be subject to a rigorous, Centre Approval process. Only once a centre has met all of the approval criteria will they be entitled to offer Qualifi qualifications. There are several checks made on the centre to ensure they have appropriate staff, skills, knowledge and competency, staff development and expertise to devise internally assessed assessments for qualifications.

For each qualification centre staff will be approved based on:

- Relevant qualifications held
- Experience and expertise based on the subject area
- Evidence on continuous professional development

Only when a member of centre staff satisfies the above criteria will they be approved to assess the qualification they wish to be approved for. Centre staff will be monitored at each external quality assurance visit, visits may take place at the centre or held remote. Any additional staff wanting to assess the qualification will need to be approved ahead of assessing the qualification.

Centres and subsequently staff will be approved per qualification, based on staff competency and the anticipated learner numbers for each qualification, ensuring that staff ratios are appropriate.

Assessment guidance and support materials will be provided for every qualification that is internally assessed and observed.

### **Monitoring**

Justification for the CASS of centre assessed qualifications – The monitoring of centres will be based on risk management – per qualification to include centre staff, number of learners, locations of assessment (if applicable), assessment methods used to internally assess the components of the qualification. The approach will be supported by the Qualifi External Quality Assurance policy.

Selection of personnel to undertake CASS of centre assessed qualifications – Recruitment will be carried out to ensure all Qualifi EQAs are appropriately qualified, experienced and knowledgeable for the qualifications they monitor. Selection processes will be carried out by the Quality Assurance team.

Training provided for those personnel undertaking the monitoring of CASS at centres carrying out centre-based assessments – the EQAs will undertake an induction to Qualifi following selection, this will be followed by training on the external quality assurance processes to be applied. Further training and standardisation throughout the year.

Ensuring personnel undertaking monitoring activities remain suitable – CPD schedules and logs for all to be submitted on an annual basis and as part of the external quality assurance team resource review. It is a mandatory requirement for EQA to maintain their own CPD that is relevant to the qualifications they externally quality assure and submit this to Qualifi.

Information centres are required to retain to enable CASS to be carried out – clear guidance documentation will be provided to centres to enable them to maintain information and records for monitoring purposes. Communication will be established prior to any monitoring visits to ensure the centre are aware of the information and assessment records requested for review.

The requirements for centres retain any data (including evidence generated by Learners and marked by Centres) necessary to allow it to undertake Centre Assessment Standards Scrutiny – guidance provided to centres based on the documentation required for external quality assurance monitoring

Ongoing monitoring of centres – will take place once a centre has been approved to offer qualifications (monitoring to check staff, delivery model, planned assessments). Monitoring visits will be carried out annually for a qualification, upon completion of the first cohort (first monitoring) prior to any certificate claims being made by the centre. Six months following the first monitoring a second monitoring will take place, thereafter on an annual basis, however this will be supplemented by learner verification monitoring. Additional monitoring could be activated should there be any unusual spikes in registrations / certificate claims between the planned EQA visits. Qualifi will be proactive in monitoring the data for each centre in relation to registration and certificate claims, ensuring no additional risk could occur through this process.

Feedback to Centres and monitor Centres' performance over time – written feedback will be provided to centres following every external quality assurance monitoring activity, via the Qualifi External Quality Assurance Report. Centre activity reports (registration/certification) will be generated monthly and shared with each centre. These reports would also be used to flag any unusual trends and trigger an external quality assurance monitoring if required.

Ongoing training and guidance - will be provided to centres, both via generic training sessions and updates, but also through a centre requesting a bespoke training session based specifically on their own needs. Training, guidance and support will be provided on ways to deliver and assess qualifications

The sampling approach – the Qualifi External Quality Assurance Sampling Strategy will be used to ensure that sampling of centre assessments are appropriate, this will include a sample of learners, across each assessor, each assessment method that relates to internally assessed assessments.

Selecting learners to be sampled for summative observations – the centre will be advised of the sample chosen by the external quality assurer ahead of the external quality assurance monitoring visit to enable them to make the necessary arrangements for EQA observation of skills and to prepare and make available all of the necessary documentation. EQA visits will generally be carried out through face to face centre visits, however the visits may also be conducted remotely using ICT technologies such as Zoom or Microsoft Teams.

### **Conflict of Interests**

Identify and monitor all relevant conflicts of interest, and any scenario that could foreseeably lead to such a conflict in the future – each EQA will be required to declare any conflict with a centre or any staff working at a centre that is Approved by Qualifi.

Conflict of interest declarations will be reviewed and completed annually. As part of their contract of agreement for work, EQAs will be required to declare any conflict should it arise outside of the annual review.

Allocations of EQAs to centres will include consideration of any conflict of interest that has been flagged. Any conflict of interest will lead to an alternative EQA being allocated to the centre.

Take all reasonable steps to prevent the occurrence of any malpractice or maladministration in relation to the delivery or marking of assessments by a Centre – the Qualifi quality assurance processes will be used to ensure any acts of malpractice or maladministration are prevented through rigorous quality assurance. Quality monitoring will be carried out at the Centre Approval stage and twice per year as part of qualification quality assurance monitoring visits. Other mechanism for monitoring will include monitoring of registration numbers, certification claims and staff resources (centre staff to be approved before working with a qualification).

Enter into arrangements with a Centre on terms which allow the awarding organisation to comply with the Conditions as a whole, and monitor, and where necessary take action, to ensure the Centre does not put the awarding organisation's compliance at risk –

Ensure that assessments for the relevant qualification remain fit for purpose upon delivery, ensure that the criteria against which Learners' performance is differentiated as being accurately and consistently applied by Assessors – regular review by Qualifi EQAs to monitor the quality of assessment across each of the qualifications a centre is approved to offer.

Ensure any results it issues are accurate and fully reflect the evidence produced by the learner and the learner's attainment and practical competency when judged against the standard set by the awarding organisation – regular reviews by EQAs to monitor centre claims for certification and to ensure that learners have fully satisfied the requirements of the qualification with regard to evidence, assessment and that assessment is consistent across each Assessor.

### **Taking action and making adjustments**

EQA visits to the centre to monitor the quality of delivery and assessment and check the accuracy of assessment. Outcomes of visits will include action plans that set actions for the centre to address, within a reasonable timescale, or recommendations for improvement, also with timescales for implementation. These actions will be included in Qualifi's EV report.

**If you require any further information, please contact Qualifi's External Verification Team at [ev@qualifi.net](mailto:ev@qualifi.net)**