

The assessors and supervisors toolkit

Strategic approaches to support, supervision and assessment

Main themes

ASYE programmes are normally part of an employer's workforce development and/or recruitment and retention strategies. They may also be influenced by or build on partnership arrangements already in place with local HEIs or neighbouring employers for social work education and/or continuing professional development (CPD) programmes.

Overall responsibility and strategic oversight for ASYE lies with the adult principal social worker but workforce development and HR staff also have key roles to play. This should include:

- effective workforce planning for the numbers of NQSWs needed by the organisation
- ensuring the supervision and assessment of NQSWs is well resourced and supported and fits comfortably in the wider development of the organisation
- ensuring that internal and external moderation processes for ASYE are understood and well resourced.

A framework for external and internal

moderation provides a visual overview of the strategic processes that support ASYE.

The internal moderation process is described in **internal moderation – supporting guidance** and was outlined in the section on **recording progressive assessment decisions**. Key roles identified for workforce development and HR staff include the aspects of moderation that are recorded on the quality checklist and collection of data for the organisation and partnership/external moderation.

The purpose of external moderation is to help your organisation ensure it provides quality assessment decisions which are consistent with the national standard. This process is outlined in detail in **external moderation – guides, resources and templates**.

There are two levels of external moderation: **partnership moderation** and **national moderation**.

All ASYE employers, who receive funding, have to be members of an ASYE partnership. The role of the partnership is to moderate your organisation's assessment decisions to ensure they meet the requirements of the knowledge and skills statement (KSS) and



A summary report is produced which is submitted to the national moderation panel.

The role of the national moderation panel is to review the partnership summary report once a year and check a random five per cent sample of your assessment reports. Information and trends noted by the national moderation process is reported in **key messages from the national panel**. This can contribute to quality assurance of ASYE in your organisation and partnership.

A further key role for workforce development staff is the support and development of ASYE supervisors or assessors. The section on **CPD and leadership for supervisors and assessors** considers this in more detail but all sections of this toolkit raise areas of potential development for supervisors or assessors involved in holistic assessment decisions and could guide you in planning a programme of learning and development activities. You may be able to work within your local partnership to share the costs and delivery of these learning activities.

There may be other groups of staff involved in ASYE who have further development needs. For example:

- the staff you recruit to take part in the internal moderation process may need training in the principles of holistic assessment to fully understand the framework they are working in
- line managers may need detailed briefing on the scheme and their contribution to it, if they are not responsible for making the holistic assessment decision themselves.

As key stakeholders, people in need of care and support should have a role in the development, delivery and evaluation of services. It's therefore important for workforce development staff to find constructive ways of engaging people in need of care and support in all aspects of the ASYE programmes they are developing, not just in providing feedback and contributing to training programmes, but as panel members involved in internal moderation.

Further information

- strategic approaches to ASYE in a independent or voluntary sector organisation are described in **ASYE guide for independent sector employers**
- details about **obtaining ASYE certification can be found here.**

Self audit checklist for ASYE coordinators, workforce development managers and HR staff

- Do you know what part ASYE plays in your organisation's workforce and/or recruitment and retention strategies? If not, how can you find this out?
- Who do you intend to be the supervisors or assessors of your NQSWs? Do they have the capacity to do this work, alongside their other duties? If not, what will you do about this?
- What is the profile/skills of the supervisors or assessors and what development needs might they have? How will these be addressed? Does other staff have development needs as well e.g. panel members, line managers?
- Have you considered how you'll integrate people in need of care and support into all aspects of the development of your ASYE programme?