

Assessor Training 2023

HORSES FIRST
ONE TEAM
RESPECT
SUPPORT
HORSE
EXCELLENCE



Career
Pathways

Programme

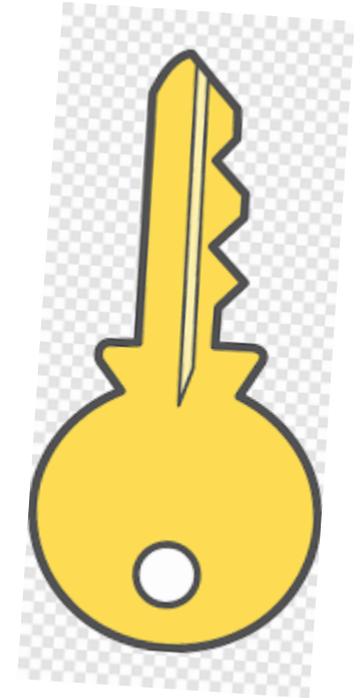


Time	Activity
9.30	Meet and greet
9.45	Intro and discussion
10.15	Group A – Lungeing standard setting
	Group B – Discussion and IQA
	Group C- 1:4 ratios for Stages 2 & 3
11.05	Group B – Lungeing standard setting
	Group C – Discussion and IQA
	Group A- 1:4 ratios for Stages 2 & 3
11.55	Group C – Lungeing standard setting
	Group A – Discussion and IQA
	Group B- 1:4 ratios for Stages 2 & 3
12.45	
13.15	Stage 3 & 4 coaching arena eventing
14.00	Stage 4 riding standard setting
15.00	Discussion – moving forwards
15.45	End

Communication Skills



- Communication is the key to effective assessment.
- As an assessor, your ability to convey information and instructions to learners and other stakeholders is paramount.
- Whether it's through verbal instructions, written guidelines, or even non-verbal cues, your words and actions should create an environment where everyone feels heard and supported.
- This should include everyone at an assessment – including Centre staff, volunteer riders, candidates, external spectators such as IQA/EQA/assessor observers/probationers.



BHSQ Report



- “BHS Education has improved significantly in the past year, now offering many areas of very good practice.
- Leaders and managers understand the business very well, with a much more developed understanding of the candidate and education sector.
- Leaders and managers have implemented many new and updated BHS Education specific policies, procedures and working practices. For the most part these are structured, coherent and highly effective.
- Arrangements for managing complaints are not yet fully developed, though improving.
- Leaders now gather and analyse data to inform decision making. This has already improved working practices and strategic planning.
- Assessors and internal quality assurers feel valued and satisfied.”

BHS Education Home Team



- Our normal office hours are 08:35-17:00 Mon-Thurs and 08:35-15:00 on Fridays
- Outside these hours, you can contact Tracy or Michele using the mobile numbers contained within the Assessor Guidance
- Please speak to the team with respect



Tracy Casstles:

Director of Education

Tracy.casstles@bhs.org.uk

Leads the education department



Michele Carman:

Head of Education Operations

Michele.carman@bhs.org.uk

Oversees the operations of the education department



Laura Hood:

Head of Education Development

Laura.hood@bhs.org.uk

Oversees the development of new and existing qualifications



Vicky Connolly:
Quality Assurance Programme Manager
Vicky.Connolly@bhs.org.uk

Manages the quality assurance of BHS Assessments and liaises with Centres



Jenny Wall:
Workforce Programme Leader
Jenny.wall@bhs.org.uk

Oversees the assessor workforce



Julian Campbell:
Technical Development Manager
Julian.campbell@bhs.org.uk

Technical support of assessor team and education department



Ameer Cashmore:
Education IQA Coordinator
Ameer.cashmore@bhs.org.uk

Handles all quality assurance reports, coordinates IQA allocation and the scheduling of assessment dates



Ian Smith:
Programme Leader
ian.smith@bhs.org.uk

Oversees the international assessments, accident reports, complaints and access arrangements



Charis Howard:
Career Transition Fund Manager
Charis.howard@bhs.org.uk

Manages the Career Transition Fund and coordinators training days for candidates



Megen Alsop:
Education Team Manager
Megen.alsop@bhs.org.uk

Manages the operations team handling
BHS Assessments



Ella Steadman:
Education Administrator
Ella.steadman@bhs.org.uk

Oversees the running of Stage 2



Emma Cahill:
Education Team Coordinator
Emma.cahill@bhs.org.uk

Oversees the running of Stage 4 and
day to day queries

Ellen Mckeaveney (Start date 24.10.23):
Education Administrator
Ellen.Mckeaveney@bhs.org.uk

Oversees the running of Stage 2 Coach



Alice Byrd:
Education Administrator
Alice.byrd@bhs.org.uk

Oversees the running of Stage 3 and
Stage 3 Coach



Tracey Mills:
Education Team Manager
Tracey.mills@bhs.org.uk

Manages the operations team handling BHS Assessments



Fran Blundell:
Education Team Coordinator
Fran.blundell@bhs.org.uk

Oversees the running of Performance assessments and day to day queries



Emily Carr:
Education Administrator
Emily.carr@bhs.org.uk

Oversees the running of Stage 1



Gemma Portman:
Programme Leader

Gemma.portman@bhs.org.uk

Creates and updates new and existing qualifications and recreational awards, processes direct entry applications



Janice Wyatt:
Programme Leader

Janice.wyatt@bhs.org.uk

Creates and updates new and existing qualifications and recreational awards, processes direct entry applications



Georgina Maude:
APC Manager
Georgina.maude@bhs.org.uk

Manages the Accredited Professional Coach membership scheme and CPD



Amie Foster:
APC Education Administrator
Amie.foster@bhs.org.uk

Handles general APC enquiries



Emma Stallibrass:
APC Coordinator
Emma.stallibrass@bhs.org.uk

Oversees the APC membership scheme and handles CPD courses



Georgia Evans:
APC Education Administrator
Georgia.evans@bhs.org.uk

Handles general APC enquiries

Customer Service



- Changes to processes all driven by this
- We want satisfied customers who return – this benefits us all
- Please try to bear this in mind when challenged by new processes and ask for support where it is needed
- We're open to suggestions if you have ideas

Candidate Support



- Reasonable adjustment
- Access to fair assessment
- Working with neurodiverse candidates
- Accident forms (RIDDOR) time sensitive
- Briefings

Assessor Upgrade Policy



- When we identify a business need
- Vacancies advertised on assessor hub – may be for particular level or region
- Applications usually submitted alongside up-to-date CV but may be other requirements
- Applicants short-listed and may be interviewed
- Previous assessor performance/risk-rating/availability taken into account
- Assessors invited to upgrade will observe and probation (supported by Assessor Mentor) until BHS Education are satisfied that they are competent and prepared to assess at the new level.

Lead Assessor Report



- Replaces old centre feedback form
- Enables Lead Assessors to submit Centre Feedback and upload Risk Assessment and any Accident Report Forms in one place
- Link can be found on the Assessor Hub or on email circulated by Jenny Wall
- Please submit within 48 hours of the assessment date, (bear in mind your availability to do this when offering to assess)
- Please ask the team for help with uploading documents if needed

- The BHS and BHSQ are committed to ensuring a standardised approach to internal quality assurance practice, under a system that is well documented and systematically and regularly reviewed.
- It is not there to catch people out but to demonstrate our strengths to BHSQ.
- Always for helping people to develop and improve!
- The internal quality assurance procedure for all provision must be open, fair and free from bias and have accurate and detailed recording of internal quality assurance decisions.

Purpose of IQA



- To meet (or exceed) the requirements placed on us by:
 - QCF
 - BHSQ
 - Learners
 - Employers
- To support and develop working practices of assessors by offering critically supportive comments on assessment decisions
- To provide a continuous check on the consistency, quality and fairness of overall assessment.
- To identify assessor training needs.

Sampling



- For each piece of evidence sampled the IQA must:
 - Complete and sign the relevant IQA documentation
 - Produce written formative feedback for each assessor and Centre
 - Using this feedback, the Education team will 'risk rate' assessors and centres.

Risk rating	Outcome of risk rating	Frequency of IQA activity
Red	High level of risk to the integrity of the qualification	100% of confirmatory IQA activity until actions are resolved
Amber	Medium level of risk to the integrity of the qualification	An increased amount of confirmatory IQA activity until actions are resolved
Green	Low risk to the integrity of the qualification	One planned IQA activity within a three year period.

IQA Findings



- BHSQ feel that assessment practice is generally strong – this has been evidenced by our IQA programme
- Weaker areas were identified as feedback and some of the “admin” tasks (such as detailing policies in the candidate briefing).
- We have identified areas where the Office team can improve
- Training and guidance around these areas has been rolled out over the past 12 months – please ask if further support is needed
- **If selected for IQA please do not assume you are being targeted as this may be a planned activity to pick up a particular assessment level or centre**

IQA Working Party



- All IQAs agreed on and commented that 99.9% of assessors demonstrate very good practice.
- Assessors work very hard, most notably at Stage 2 & 3, to make the assessments work for the candidates.
- Assessors work with agility and flexibility and are adaptable. This enables them to deal with any issues that arise at any point during the day while maintaining the smooth running of the assessment without prejudicing the candidates.
- Assessors are maintaining standards and consistent levels across the qualifications.

Undue Influence?



- As part of our EQA process, we are required to confirm that there is no undue influence being placed on assessors/centres or candidates.
- This can also be relevant when a candidate has performed below standard in one section and may feel they are being 'judged' in subsequent sections.

Changes to Guidance



Version Number	Page	Reason for changes made	Date
2.3	32-33	Updated guidance for video call assessment	11.07.2023
2.3	5	Updates to contact details for the Education Team	11.07.2023
2.3	7	Added 'Level 2 Foundation Coaching Riders' to the BHSQ list	11.07.2023
2.3	41	Updated guidance for Stage 2 Handling Skills	11.07.2023
2.4	35	Updated lead assessor responsibilities	04.10.2023
2.4	40-41	Updated Care A and Care B topics in Stage 2 Care	04.10.2023

Recording Skills Record sign off

BHS Assessment Skills Record Information

Centre:		Assessment:	
Assessor:		Candidate number:	Date:

Candidate Name and Number	Ride/ Care/ Lunge/Coach TE and RA	APC Name (s)	BHS Number

Standardisation (Practical)



Stage 1

- Consistency at all Centres

Stage 2

- Briefing (Tack outside stable – relative to level)
- Travelling
- New 1:4 candidate ratio

Stage 3

- New 1:4 candidate ratio

Stage 4

- Skills record guidance

**REMEMBER WHEN TO 'SIGNPOST' AND WHEN
TO STOP AN ASSESSMENT**

but please don't tell candidates they will be entitled to free resits!

Assessor Hub



<https://www.bhs.org.uk/for-our-coaches-and-centres/resources/assessor-documents/>