



Llywodraeth Cymru
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The Quality Mark for Youth Work in Wales

The role of the assessor



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The role of the assessor

Assessors will have sound knowledge of:

- The youth work sector in Wales and the range of organisations that deliver youth work.
- Policies, strategies, initiatives and guidance that underpin youth work in Wales.
- The different settings in which youth work takes place.
- Theory, purpose and practice of youth work.
- Quality assurance systems and processes.
- Performance management systems and processes.
- Workforce development and qualification routes.

It is essential that assessors have the following skills and abilities to:

- Interpret and apply the Quality Standards and Indicators.
- Review and evaluate a wide range of information including policies and guidance, statistical data, reports, feedback from stakeholders, and work based products such as evidence of planning and evaluation.
- Evaluate the effectiveness of organisations' approaches for assessing their quality, performance, impact and cost effectiveness, by analysing and interpreting data and information.
- Assess the quality and impact of young people's involvement in planning, evaluating and decision-making.
- Interpret evidence of young people's learning, achievement and progress as a result of their participation in youth work.
- Assess policies, plans and practice aimed at promoting equality and diversity.
- Communicate effectively with a variety of stakeholders including, young people, staff, volunteers, strategic leaders, trustees and elected members.
- Communicate effectively in writing and produce concise reports on the outcome of assessment processes.
- Be impartial when reviewing and assessing evidence.
- Be open to challenge and new ways of working.
- Work to tight timescales and deadlines.
- Within the team of assessors the following list of Welsh language skills* are required:
 - Reading; Can read work-related material.
 - Spoken; Fluent.
 - Understanding; Can understand all work-related conversations.
 - Written; Can prepare written work in Welsh.

*Please note the Welsh language skills listed above are not required by all appointed assessors

- Organise the assessment process including desk-based reviews of evidence and developing a schedule for the assessment visit.

Assessors will have experience of:

- Working in a range of youth work contexts.
- Supporting, managing or delivering youth work.
- Analysing and interpreting data and information.
- Assessing quality and performance in youth work settings.
- Managing and evaluating youth work.
- Applying quality assurance processes and systems.

The key tasks and responsibilities of an assessor include:

- Evaluating a range of evidence submitted by organisations that apply for The Quality Mark through:
 - A desk-based review of documentary evidence.
 - Meetings with stakeholders including young people.
 - Visits to provision.
- Assessing an organisation's suitability for The Quality Mark against the Quality Mark standards and indicators.
- Developing a plan for the assessment visit based on the findings of the desk-based review, communicating and agreeing a plan with the organisation that is being assessed.
- Maintaining records of the evidence that has been reviewed.
- Undertaking assessment visits. The visits will include:
 - Meetings with key people in the organisation.
 - Meetings with key stakeholders including young people.
 - Brief visits to the organisation's provision.
 - Verbal feedback to the organisation at the end of a visit.
- Maintaining records of meetings and visits to provision.
- Producing a brief assessment report that identifies the outcome of the visit and makes a recommendation to the Awarding Body.
- Maintaining communication with the Awarding Body and the organisation applying for The Quality Mark.
- Identifying issues as they arise and taking steps to resolve them.
- Involvement in the appeals process where appropriate.
- Attending a minimum of two training events and assessments per year.

Estimated time needed for undertaking assessments

It is envisaged that the time needed for a single level of the Quality Mark is:

- 1 day for a desk-based review of evidence, developing and communicating a plan for the assessment visit.
- 1 day for an Assessment visit.
- 0.25 to 0.5 days to produce a brief report of the outcome of the assessment.
- 0.25 to 0.5 days to attend a moderation panel meeting.
- 0.5 days if a subsequent assessment visit is required.