



Validation & Moderation- what's the difference?

(webinar)

get the 'edge'

About the presenter



Vision: *To provide guidance and direction to clients in all aspects of compliance and business operations. And to provide strategies and solutions to address the ever changing VET sector. Clients will become independent and self sufficient with a strong in-built culture of continuous improvement.*

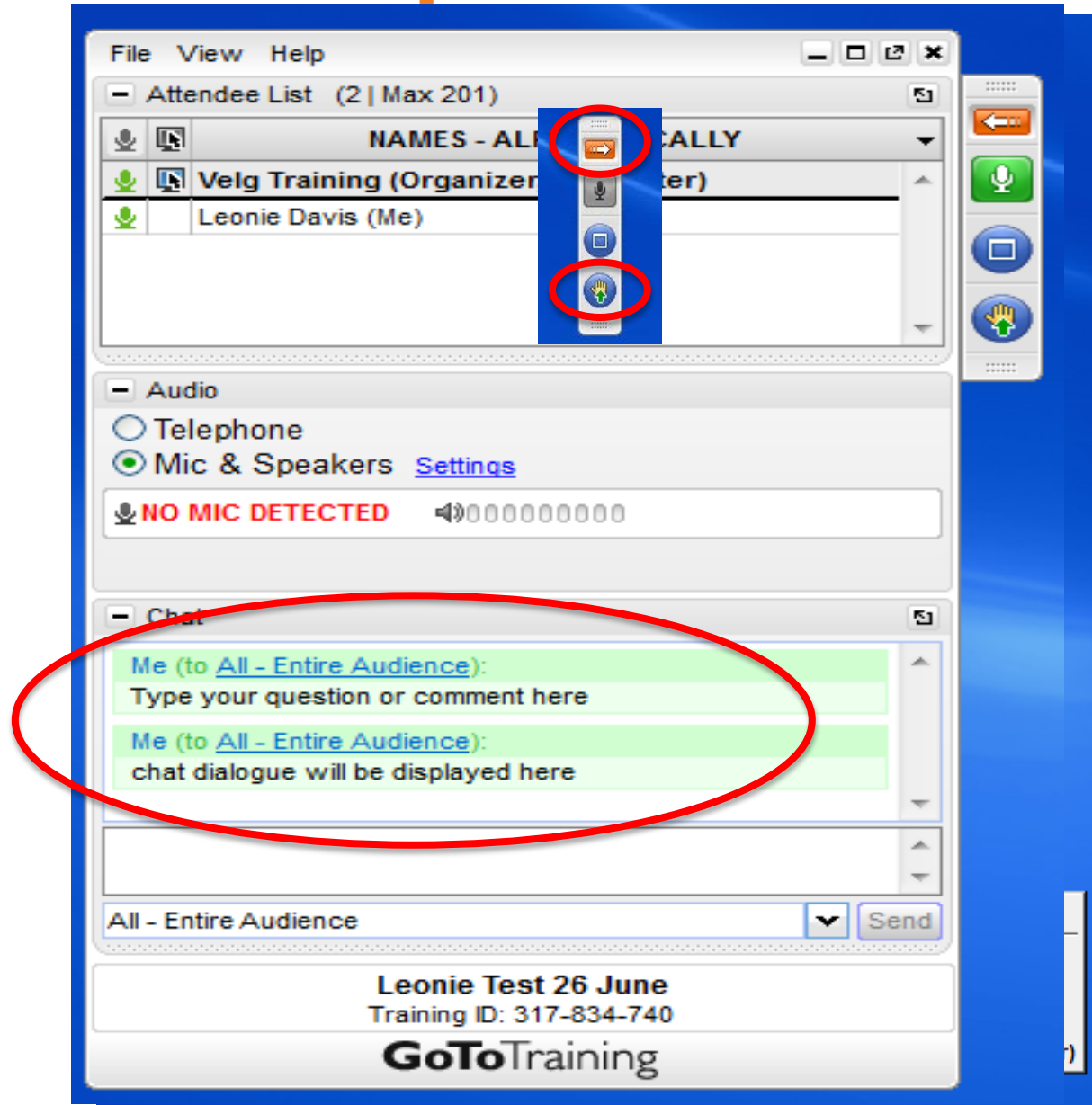
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...putting the pieces together

Control panel



The screenshot shows the GoToTraining control panel interface. The top section is the 'Attendee List' (2 | Max 201), which includes a table with columns for microphone and video status, and a list of participants: 'Velg Training (Organizer)' and 'Leonie Davis (Me)'. A vertical toolbar is positioned over the list, with a red circle highlighting the 'Share Screen' icon (a monitor with an arrow) and another red circle highlighting the 'Hand' icon (a green hand). Below the list is the 'Audio' section, showing 'Telephone' and 'Mic & Speakers' options, with a 'Settings' link. A red text message 'NO MIC DETECTED' is displayed next to a volume slider. The 'Chat' section is circled in red and contains two messages: 'Me (to All - Entire Audience): Type your question or comment here' and 'Me (to All - Entire Audience): chat dialogue will be displayed here'. At the bottom of the chat section is a text input field with 'All - Entire Audience' selected in the dropdown and a 'Send' button. The footer of the window displays 'Leonie Test 26 June', 'Training ID: 317-834-740', and the 'GoToTraining' logo. A red arrow points from the bottom right towards the interface, and a blue banner at the bottom right contains the text 'get the 'edge''.

Quick audio test

Hands up who can hear me?



Raise your hand to
indicate

Who's online today?

POLL

Webinar overview

1

- Let's start with a definition

2

- Identifying valid processes and tools
- Validation from within - assessment design
- Validation from outside - industry

3

- Moderation – a quality control process
- Recording validation/moderation
- A progressive approach to moderation

How would you rate your current
validation and moderation processes?

POLL

Back to basics

What do the standards say?

AQTF 1.5 / SNR 15.5

15.5 Assessment including Recognition of Prior Learning
(RPL):

d) is systematically validated.

*This means that a **planned and repeatable** approach to validation is in place and that this leads to the **continuous improvement of assessment.***

Let's start with a definition

Validation is a **quality review** process.

- It involves checking that the assessment tool **reliably** produced **valid, sufficient, current and authentic** evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met.
- It includes **reviewing** and making **recommendations** for **future improvements** to the assessment tool, process and/or outcomes.

Let's start with a definition

Moderation is a **quality control** process.

The process of bringing assessment judgements and standards into alignment.

- It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency.
- It is an active process in the sense that **adjustments to assessor judgements are made** to overcome differences in the difficulty of the tool and/or the severity of judgements.

Validation & Moderation compared

Features	Validation	Moderation
Assessment Quality Management Type	Quality Review	Quality Control
Primary Purpose	Continuous improvement	Bring judgements and standards into alignment.
Timing	On-going	Prior to the finalisation of candidate results
Focus	Assessment Tools; and Candidate Evidence (including assessor judgements) (desirable only)	Assessment tools; and Candidate Evidence, including assessor judgements (mandatory)
Type of Approaches	Assessor Partnerships Consensus Meetings External (validators or panels)	Consensus Meetings External (moderators or panels) Statistical
Outcomes	Recommendations for future improvements	Recommendations for future improvements; and Adjustments to assessor judgements (if required)

Source: “Implementation Guide – Validation and Moderation; NQC; 2009; p.8

What does it all mean in practice?

Four Validation Targets

1. Assessment Process
2. Assessment Tools and Methods
3. Assessment Evidence
4. Assessment Judgement

Moderation

Adjustments achieved by discussing and reaching agreement *before* results are finalised.



CONTINUOUS
IMPROVEMENT

QUALITY
CONTROL

1. Assessment Process

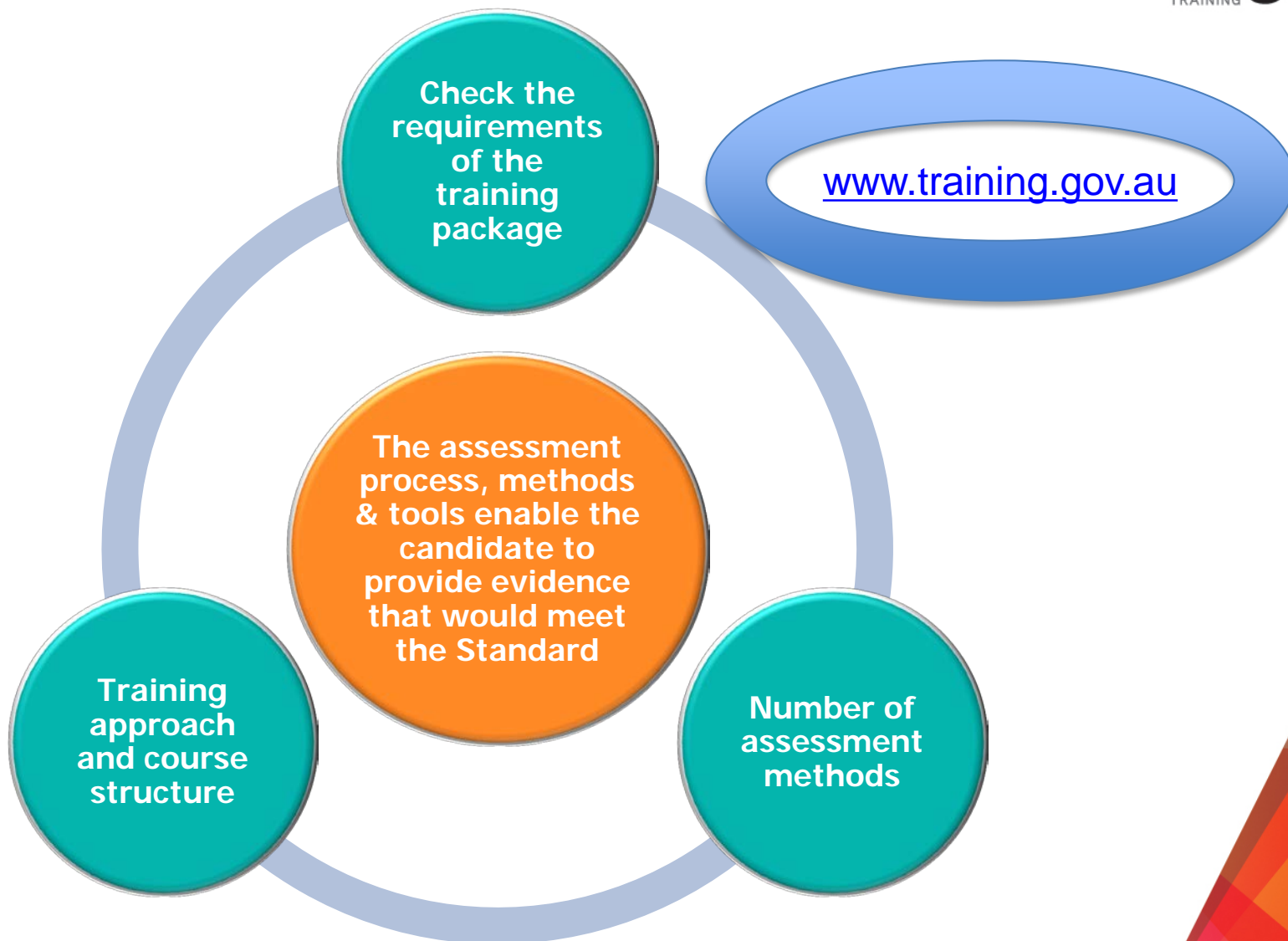
2. Assessment Tools and Methods

3. Assessment Evidence

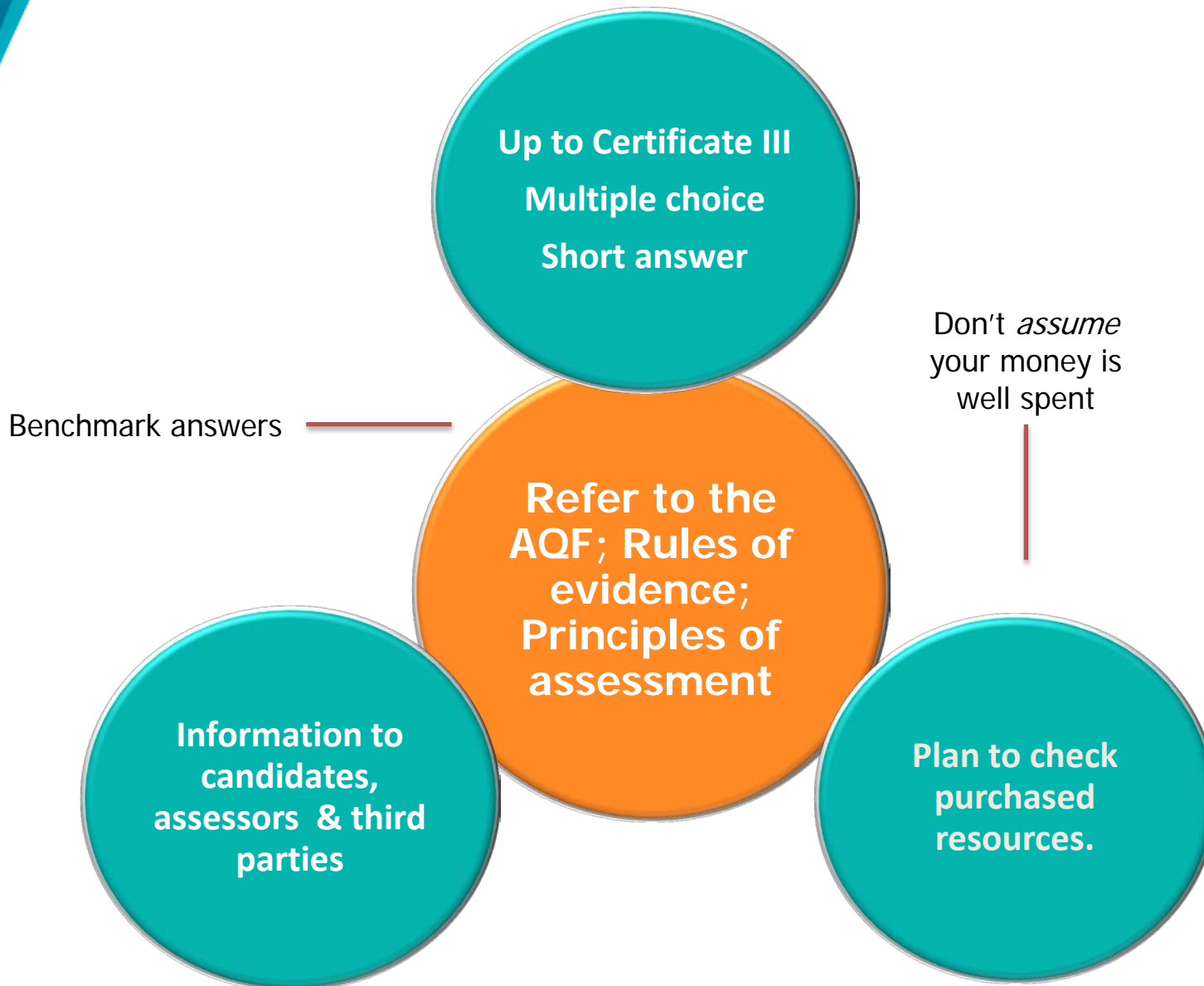
4. Assessment Judgement

CONTINUOUS
IMPROVEMENT

Assessment process, tools and methods

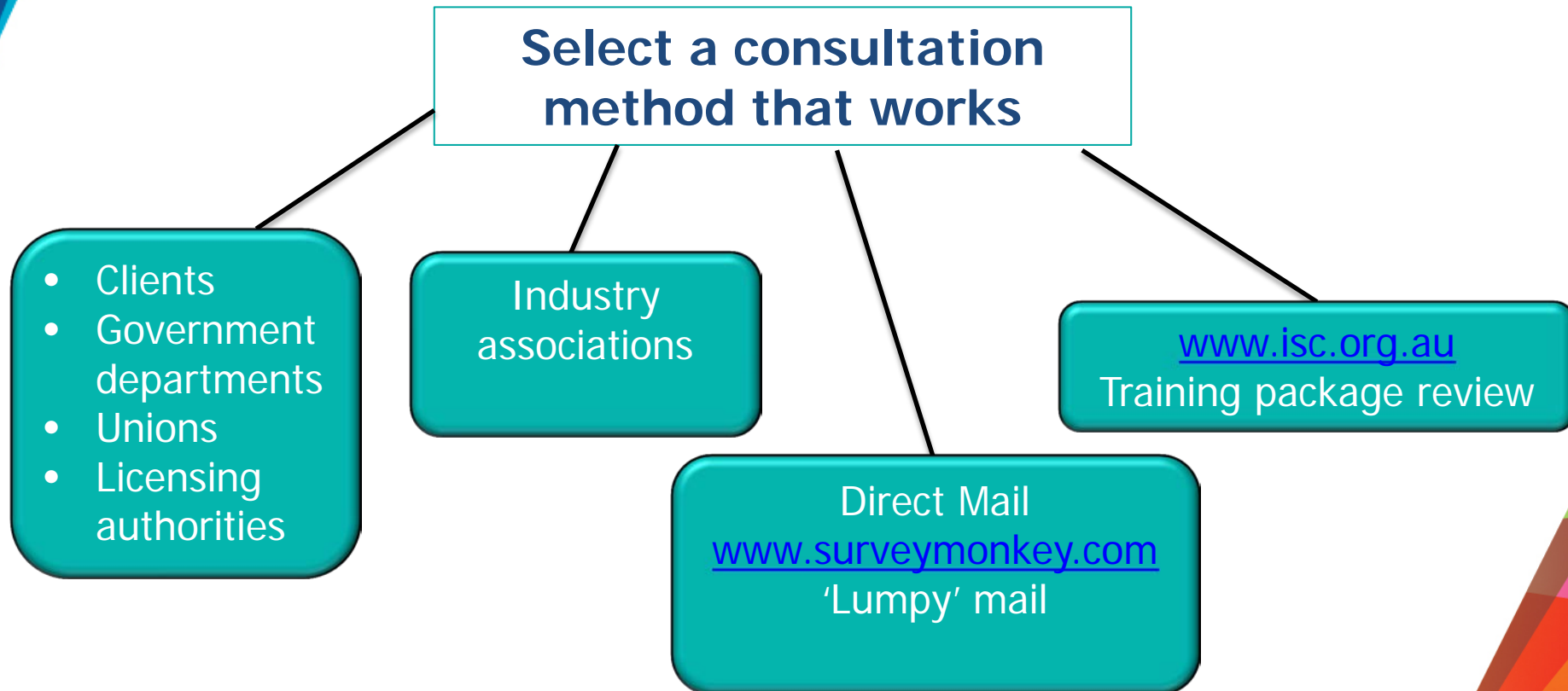


Assessment process, tools and methods



Consultation with Industry

The purpose is to ensure that your assessment processes make sense to industry.

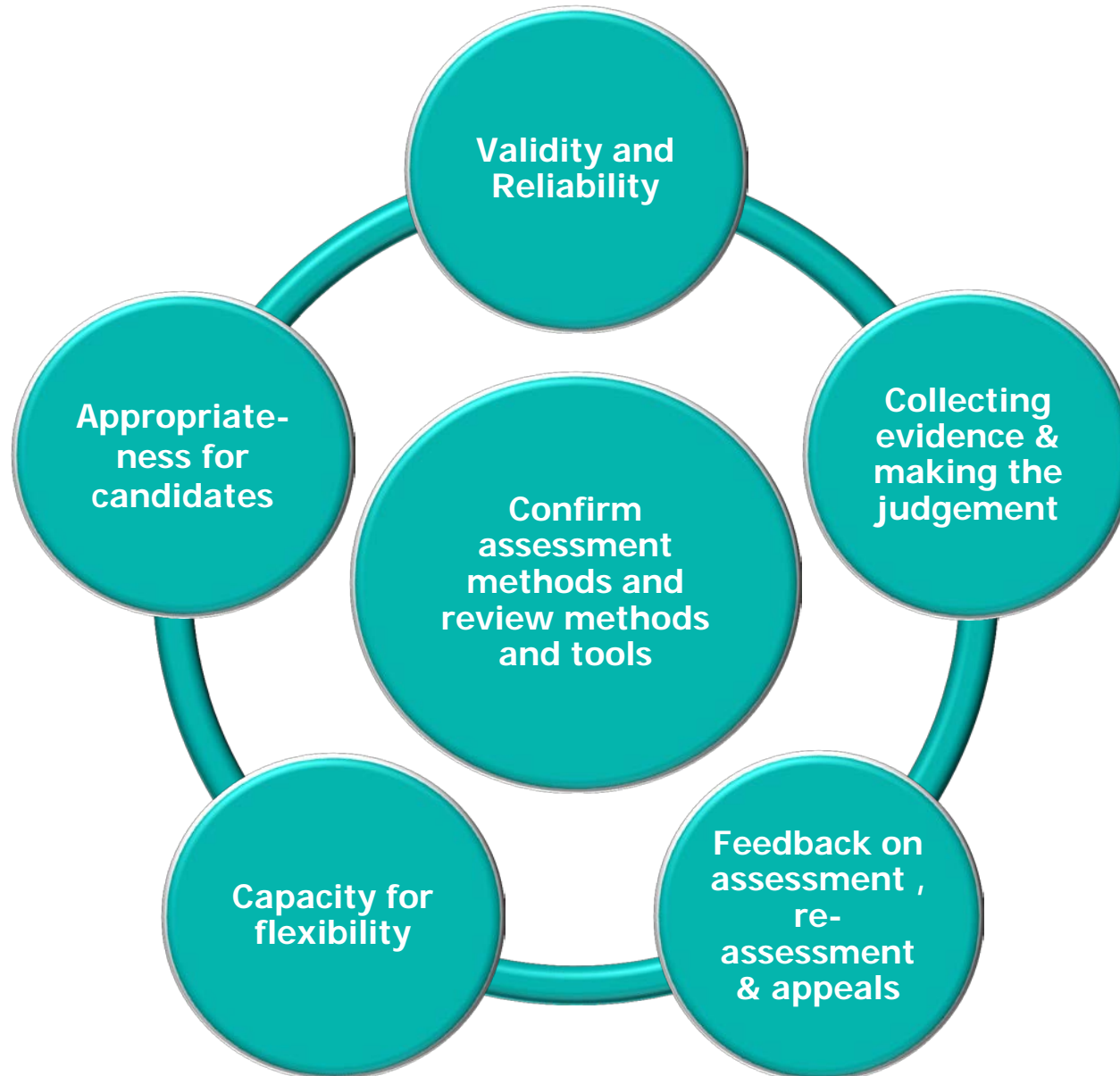


Evidence and Judgement

1. Assessment Process
2. Assessment Tools and Methods
- 3. Assessment Evidence*
- 4. Assessment Judgement*

CONTINUOUS
IMPROVEMENT

Evidence and Judgement



Examples

- *'Question 8 is answered incorrectly more than any other question'* (A validation outcome, identifying a weakness in the assessment tool and hopefully leads to an improvement in the tool.)
- *'One assessor considers Question 3 should have a different benchmark answer'* (A validation outcome – to improve the way the benchmarks are written. Would be related to moderation only to the extent that the benchmarks are used to arrive at the final agreed candidate outcome.)
- *'Feedback indicates the type of assessment is not effective'* (A validation outcome - this is the kind of response that you might get when validating an assessment process with industry.)

Moderation processes

*Adjustments achieved by
discussing and reaching
agreement before results
are finalised.*

QUALITY CONTROL

Moderation – Sample assessment tool

Underpinning Knowledge Assessment

Question 1

Recommend three (3) examples of communication techniques that can be implemented to accurately assess customer needs.

Marking Guide / Benchmark Answers

Question 1

Candidate's response must recommend three (3) communication techniques from the list below:

- Analysing customer satisfaction surveys
- Analysing quality assurance data
- Conducting interviews
- Consultation methods, techniques and protocols
- Seeking feedback to confirm understanding
- Summarising and paraphrasing
- *Additional response option identified during moderation*

Moderation – Sample assessment tool

Workplace Observation and Portfolio

During the Observation Period did the candidate demonstrate the required skills for this unit of competency:

**Yes /
No**

Date

Indicate how this professional judgment was made

Three (3) examples of communication skills to:

- Communicate effectively with personnel and clients at all levels
- Articulate customer service strategies

Evidence may include examples of:

- Analysing customer service surveys and data
- Conducting interviews, consultation, recommendations, questioning and feedback
- Meetings of minutes
- Training feedback forms

Three (3) examples of how the candidate applied interpersonal skills :

- To build relationships with customers
- To establish rapport

Evidence may include examples of:

- Testimonials from customers
- Performance appraisals from supervisors
- Feedback from management

Assessment Validation & Moderation

Encourage deep thinking
about assessment
procedures

Adopt a common
understanding



**Validation
and
Moderation**
involve a
**professional
conversation**
between
colleagues

Protect the
integrity of
national
qualifications

Record and implement

Moving forward

- Report on outcomes
- Check the 'ripple effect'
- Check the training package
- Confirm your new assessment is valid
 - Record
 - Version control
 - Plan the next review
- Avoid generating documents 'just for the auditor'

When?

During assessment

For example: two assessors working together to consider the evidence and agree on a judgement

(this sometimes happens with some RPL processes/and/or 'product-based' assessment like portfolios)

After assessment

But before the candidate is advised of the outcome

For example: where assessors look at the same evidence with a view to confirming or changing the original judgement

(this is why moderation is a **quality control process** – focussed on valid and reliable assessment outcomes)

NB: You can **validate** after assessment where you look at the consistency of judgements (after the results have been given to the candidate). At that stage however, you cannot change the judgement; what you might be able to do is to improve the quality of future judgements. This is a quality review process aimed at improvement; hence it is "**validation**".

How did you find this session?

POLL

What happens now?



You will receive an email within 48 hours that will include:

A Statement of Attendance

Feedback survey

PowerPoint

2 week access to the recording of the webinar

**See you at the 2012 National VET
Conference**



Thursday 20 & Friday 21 September 2012

Gold Coast Convention Centre

I am presenting a session entitled:

The 'Nuts and Bolts of RTO management'

**Discern what's
nice to know and
what your *need* to
know as an RTO
manager / owner**

**Strategies for you,
as a manager to
work less than 70
hours per week**

**Managing staff,
particularly trainers
and assessors**

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The webinar will remain
open for 15 more minutes
to respond to any
questions you might have
– type them into your
CHAT window



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