Validation & Moderation - what's the difference?

(webinar)
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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Control panel

- Attendee List (2 Max 201)
- Vell Training (Organizer)
- Leonie Davis (Me)

Audio:
- Telephone
- Mic & Speakers
- NO MIC DETECTED

Chat:
- Me (to All - Entire Audience):
  Type your question or comment here
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GoToTraining

Leonie Test 26 June
Training ID: 317-834-740
Quick audio test

Hands up who can hear me?

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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
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.

Source: AQTF Users’ Guide to the Essential Conditions and Standards for Continuing Registration, 2010 (Adapted as above)
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.

*Source: AQTF Users’ Guide to the Essential Conditions and Standards for Continuing Registration, 2010*
## Validation & Moderation compared

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

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
Assessment process, tools and methods

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

CONTINUOUS IMPROVEMENT
Assessment process, tools and methods

Check the requirements of the training package

The assessment process, methods & tools enable the candidate to provide evidence that would meet the Standard

Training approach and course structure

Number of assessment methods

www.training.gov.au
Assessment process, tools and methods

Refer to the AQF; Rules of evidence; Principles of assessment

Up to Certificate III
Multiple choice
Short answer

Information to candidates, assessors & third parties

Plan to check purchased resources.

Don’t assume your money is well spent

Benchmark answers
Assessment process, tools and methods

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

Select a consultation method that works

- Clients
- Government departments
- Unions
- Licensing authorities

Industry associations

Direct Mail
www.surveymonkey.com
‘Lumpy’ mail

www.isc.org.au
Training package review
Evidence and Judgement

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

CONTINUOUS IMPROVEMENT
Evidence and Judgement

Validity and Reliability

Collecting evidence & making the judgement

Confirm assessment methods and review methods and tools

Feedback on assessment, re-assessment & appeals

Capacity for flexibility

Appropriateness for candidates
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.
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
# Workplace Observation and Portfolio

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

<table>
<thead>
<tr>
<th>Yes / No</th>
<th>Date</th>
<th>Indicate how this professional judgment was made</th>
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</table>

### 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’
Assessment Validation & Moderation

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?
What happens now?

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

- A Statement of Attendance
- Feedback survey
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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
The webinar will remain open for 15 more minutes to respond to any questions you might have—type them into your CHAT window.
Thank you for your company

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