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# HACKNEY PLAY ASSOCIATION

## TRAINING & ASSESSMENT CENTRE

### Candidate Handbook

## Playwork & Assessor Qualifications

Hackney Play Association works to improve play opportunities for children and young people in Hackney.  
Registered Charity No. 272651.



# Welcome

Welcome to this training course organised by Hackney Play Association. In this handbook you will find lots of information to support you through your learning journey.

Hackney Play Association is a play development charity working to improve children and young people's quality of life, through play. We do this by:

- Providing information, support and advice to parents, teachers, playworkers, play space designers and communities
- Offering training, qualifications and consultancy
- Supporting volunteering at local play projects
- Promoting good quality play and play provision
- Representing the Play Sector on many partnerships
- Providing inclusive play opportunities

We are committed to ensuring that your learning journey is positive and this means that we have a responsibility to:

- Provide high quality, appropriately qualified and professionally experienced trainers
- Give your trainers appropriate guidance for the programme
- Ask trainers to have a full range of teaching equipment and use a variety of teaching methods
- Ensure that your health and safety is always considered, by arranging appropriate training facilities and managing usage
- Ensure that the training complies with our Equal Opportunities policy

You will be asked to contribute to the evaluation of your course and honest constructive criticism is welcomed. Your comments help us to monitor quality and are used when we revise our training. Your feedback is valued and important to us.

## **INTRODUCTION**

This handbook aims to provide you with a broad introduction to Hackney Play Association Training & Assessment Centre and the relevant policies and procedures that will guide and support you whilst you are studying for your qualification.

You will also receive a Qualification Handbook that outlines the syllabus, learning outcomes and assignments for your particular qualification. This will contain details of the relevant awarding body criteria and policies that you are required to satisfy in order to complete your award.

Please read these two handbooks alongside each other and ensure that you keep a copy for future reference.

## **INTRODUCING HACKNEY PLAY ASSOCIATION TRAINING & ASSESSMENT CENTRE**

Hackney Play Association Training & Assessment Centre delivers playwork qualifications and a rolling programme of short courses specific to the areas of playwork, youth work and other child and young people focused vocations.

Hackney Play Association Training & Assessment Centre offers the following qualifications

- Playwork Basics Plus
- Foundation to Playwork
- CACHE Level 2 Award, Certificate and Diploma (NVQ) (QCF) in Playwork
- CACHE Level 3 Award, Certificate and Diploma (NVQ) (QCF) in Playwork
- Transitional Award from Early Years to Playwork
- CACHE Level 3 Assessing Qualifications (QCF)

Other courses may be added to meet the learning and support needs of learners.

## **RECRUITMENT AND INDUCTION OF CANDIDATES**

Each advertised training programme will include a general description of the training and the expected learning outcomes. You will need to complete the appropriate application form and where necessary show how you meet the entry requirements for that training. If you require your manager's permission to attend training please ensure you do this before applying and obtain their signature on the application form.

Please use this application form to tell us about anything that we can do to support your learning. If you wish to discuss your needs or have any questions please contact Hackney Play Association.

For qualification courses the Information and Induction Sessions will provide details about:

- Dates, times, venues and content of the programme
- Levels, entry requirements and expectations
- Appeals and Complaints Procedures
- Assessment Arrangements
- Awarding Body Requirements
- Hackney Play Association's criteria, systems and procedures
- Qualification dates, syllabus, teaching methods, assignments and assessments

These sessions will also give you an opportunity to meet the programme leader, tutors, assessors, Hackney Play Association staff and other people who will be on your course and to ask any questions that you have about the course.

Hackney Play Association believes that the learning environment should be comfortable and appropriate to the training taking place. Where possible we will ensure that the training room is well ventilated, warm and comfortable to work in. Please report any problems to the Tutor who will pass them onto the appropriate staff. Remember that some of our training is outside and involves getting dirty, play happens everywhere and in all weathers! So please dress appropriately.

Our promise to you is that we will be ready to begin the session at the advertised time and we expect you to be ready and willing to play an active part in the training as this facilitates the learning of all.

### **SUPPORT AVAILABLE FOR LEARNERS**

The level of support available to each student varies between courses; for one day workshops the Tutor will be available and will have an 'open question policy' and individual support will be given as appropriate. Longer courses and accredited courses will have support mechanisms built in with time given for individual tutorials.

If you are experiencing difficulty with any aspect of the workshop/course please let your trainer know. Further support can be gained from Hackney Play Association.

### **TRAINING METHODS**

People learn in different ways. Some people want a lecture type environment with a tutor talking at the front whilst others like more practical experiences trying things out for themselves. In all our training we will endeavour to have a variety of learning styles where you may be working at times by yourself and at others in small and large groups. You may be listening to the tutor, talking in small and large groups, making things or playing games. Hackney Play Association is committed to person-centred learning and aims to use approaches to training that reflect the nature and values of playwork.

### **EVALUATION**

Your opinions are important to us and help us to plan and shape future courses. We seek feedback on all our training with informal and written evaluations from participants. This evaluation covers your own personal learning journey and your experience of the trainers and the premises used for training. For longer courses we may bring in someone to complete a mid-way and final evaluation.

### **FURTHER TRAINING**

If you would like to discuss any further training needs that you have or to discuss progression from the course that you are attending please talk to the course tutor or other staff at Hackney Play Association.

### **EQUALITY IN TRAINING STATEMENT**

Hackney Play Association recognises that in our society groups and individuals have been, and continue to be discriminated against on the basis of gender, ethnic origin, religion, culture and life-style, disability, age or sexuality, employment status and class. The aim of our Equal Opportunities Policy is to ensure that everyone can participate equally and fully in the affairs of the organisation, such as at conferences, training, meetings and seminars.

The right to education is a universal human right set out by the United Nations. In the UK, that right is now seen as a right to an effective education. In other words, that doesn't just mean having an opportunity to go to school. It means that education and training providers should take

account of learners' circumstances and needs in helping them to fulfil their potential. Under legislation, you have the right not to be discriminated against when you are at school, college, university or any other place of learning or training.

We will make sure those participants on our courses who have assessment will have fair and equal access to the same subjects and that they are assessed in the same way. All formal assessments - both written and oral - will take place in a fair environment that does not give any participants a particular advantage. We will ensure a suitable environment for assessments is provided.

Both trainers and students are expected to work within an equal opportunities framework and where possible take a pro-active approach to equality of opportunity ensuring that training is participative and inclusive. A copy of our Equal Opportunities Policy is available on request. Students wishing to complain of a breach of equal opportunities during any of our training and events should follow our complaints procedure.

### **QUALITY STATEMENT**

Ensuring quality is the responsibility of all consortium members and Hackney Play Association staff and is co-ordinated through the Centre Co-ordinator and Director, Nicola Butler. Hackney Play Association recognises that to function successfully and effectively as a training and assessment centre it must comply with awarding body requirements and strive for the highest quality standards in all areas of its operation. The issue of quality is not just something to be expressed through formal policy statements and procedures; it is part of all of Hackney Play Association's activities.

### **QUALITY ASSURANCE ARRANGEMENTS**

Hackney Play Association has a Development and Training Manager who is the lead internal verifier - Bridget Handscomb - coordinating internal quality assurance and ensuring that competent and appropriately qualified staff are tutoring and assessing on the qualification courses in accordance with Awarding Body requirements. Hackney Play Association provides support and monitors tutor competence through standardisation meetings, direct observation of performance, moderation of marking and portfolio sampling. The Centre Co-ordinator – Nicola Butler – reports to the Awarding Bodies who undertake regular external quality assurance of all qualification courses.

### **QUALITY POLICY AND PROCEDURES**

It is the responsibility of the Hackney Play Association Management Committee to monitor the operational activities of the organisation. If this monitoring identifies problems such as non-compliance with the awarding body standards, poor or marginal performance or inadequate quality practice these matters are taken up with the relevant internal verifier, assessor, tutor and candidate to ensure that corrective actions are fully implemented.

### **AWARDING BODY**

Hackney Play Association is committed to ensuring that it meets all Awarding Body quality requirements in relation to all areas of its operation, including:

- Devising and implementing robust assessment and verification systems.
- Only using appropriately qualified and competent Assessors, Verifiers, Tutors and support staff.
- Managing effective administration systems.
- Maintaining up to date candidate records and documentation.
- Safeguarding vulnerable people.

- Implementing Equal Opportunities.
- Ensuring Health and Safety.
- Providing appropriate staff development opportunities.
- Accessing and signposting candidates to appropriate learning resources.

## **CANDIDATES**

Hackney Play Association is committed to ensuring that all candidates receive the following:

- A comprehensive induction to the appropriate qualification programme.
- Supportive and transparent assessment planning and practice.
- A fair assessment process that provides maximum opportunity for summative assessment.
- Clear and comprehensive feedback on all assignments
- A fair and efficient internal verification/moderation service.
- Adequate support with portfolio building, evidence gathering, documenting and cross-referencing.
- Underpinning knowledge tuition and support adequate to meet the requirements of each qualification as appropriate
- A transparent and fair appeals process.
- Access to an Internal Verifier whose role is to ensure that training and assessment proceed as smoothly as possible.
- An effective internal communications system that ensures candidates are kept abreast of developments within the organisation and any changes brought in by the Awarding Body or required to meet legal standards.
- Access to necessary and reasonably practicable additional support or guidance will be offered to students.

## **ASSESSMENT ARRANGEMENTS**

Assignment hand-in dates are set for each qualification and you should receive these when you start your course. We aim to hold markings days within 20 working days of the hand-in date and provide feedback to students within a further 10 working days. However, all assessment decisions are subject to internal and external moderation. Within different awards these timescales may vary. You will be advised of these at the induction session for your qualification.

## **EXTENSIONS**

Extensions to assignment deadlines will only normally be given in extenuating circumstances. If you are not able to meet the deadline you should request an extension in writing, giving the reasons for your request, from your course programme leader before the deadline. The programme leader and the senior internal moderator will then consider this and let you know the outcome of their decision.

## **PLAGIARISM**

Plagiarism is the presentation by a student as his or her own work a body of material (written, visual or oral) which is wholly or partly the work of another. This may be a recognised author, colleague or another candidate on your course. You can avoid plagiarising by making sure all your written work acknowledges your sources of information, through the use of quotation marks, references and bibliographies.

All awarding bodies have strict guidance about plagiarism and if found guilty of using someone else's work in this way, you may be suspended from your qualification.

If marking tutors and/or internal verifiers' suspect that you have copied from another candidate or failed to cite your sources, you will be invited to attend a meeting with the tutor and internal

verifier to explain your actions. You will be notified of the outcome of this meeting and any future actions that are to be taken.

### **HEALTH & SAFETY**

During your course health and safety issues are the responsibility of the individual and the trainer. If you see or hear of anything you consider may be dangerous, please let your trainers know at once. In the event of an emergency evacuation, please follow the directions of the trainer and leave the venue in a quiet, calm and orderly manner. Your trainer will inform you at the start of the course where you will be expected to assemble if evacuated. Please listen and follow instructions.

### **DATA PROTECTION POLICY**

We are committed to meeting the requirements of the Data Protection Act 1998, and Hackney Play Association policy and all awarding body requirements regarding the collection, processing, storage, confidentiality of, and access to personal information. As a general rule, the information that we collect from candidates is limited to the following:

- Name, address and contact details
- Work address and contact details
- Name and contact details for line manager and employer
- Previous qualification, training, development and experience details
- Learning support needs
- Equality monitoring data.

For some funding streams we will need to collect additional data such as age and employment status.

In practice, this means that we will:

- Always explain to you why we are requesting personal information and confirm that it will not be used for any other information without your consent.
- Treat your personal details in the strictest confidence and will not disclose outside of the agreed networks.
- Store all information, which includes your personal details and your assignments/portfolios, securely in a locked filing cabinet in a secure place.
- Store all electronic information in files, which are password protected and ensure that only relevant staff have access to them

Please note that agreed networks include participants' employers or sponsors where they have nominated or funded you and/or given you time off to attend your qualification programme.

### **APPEALS AND COMPLAINTS**

It is hoped that any appeals or complaints may be dealt with at a local level in an informal way in the first instance. Throughout the course, participants will be encouraged to raise issues and concerns with either the course tutors or the internal verifiers, in tutorials or privately outside of the course sessions.

If there are appeals against assessment decisions, the guidelines for each qualification will be followed, in line with awarding body procedures. You will receive a copy of these within your specific qualification handbook.

If you have a complaint, which cannot be resolved by speaking to the course tutor or internal verifier, participants, should contact Nicola Butler, Director of Hackney Play Association with the details of their complaint which will then be responded to under the Hackney Play Association Complaints procedures. A copy of these is available on request or via the website.

We hope that this handbook has provided you with the basic information you need before you start your qualification. If you have any further questions please use the contact details below. We would like to take this opportunity to wish you well in your course of study.

### **CONTACT INFORMATION**

Bridget Handscomb

Play Development and Training Manager

020 7729 4664, Mob: 07908 299 166 or [bridget.handscomb@hackneyplay.org](mailto:bridget.handscomb@hackneyplay.org)

Nicola Butler

Director of Hackney Play Association and Centre Co-ordinator

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