



## **Arboricultural Contractors & Consultants**

Specialists in the preservation and maintenance of trees

Access Hire | Grounds Maintenance | Tree Maintenance & Reports

# **THE ARB TEAM TRAINING**

## **Assessment & Learning Policy**

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### **1. Policy Statement**

This policy outlines how The Arb Team Training ensures high-quality learning delivery, assessment, and quality assurance in line with awarding body and regulatory requirements.

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### **2. Training and Teaching Approach**

The Arb Team delivers training based on its ethos of “*arborists training arborists*”, ensuring all instruction is industry-led, current, and practical.

Training is delivered through a blended approach of:

- Practical, hands-on learning
- Classroom-based theory
- Realistic working environments

This ensures learners develop both competence and confidence in real-world arboricultural settings.

Health and safety underpins all delivery, and learning is structured to reflect real-life scenarios and industry best practice.

Refer to our Teaching and Training Policy.

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### **3. Learning and Development Plans (LDPs)**

Each learner will complete an initial assessment to identify:

- Prior experience and qualifications
- Learning needs and support requirements
- Individual goals

A Learning and Development Plan will be created outlining:

- Agreed learning outcomes
- Support strategies
- Review points

Progress will be reviewed throughout the programme and updated accordingly.

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### **4. Assessment Strategy**

Assessment will be conducted in line with qualification specifications and will:

- Be valid, reliable, fair, and consistent
- Reflect real working practices
- Be carried out by occupationally competent and qualified assessors

Assessment methods may include:

- Practical observation
- Questioning
- Professional discussion

Learners must meet the required standard; training does not guarantee a pass.

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## 5. Learner Registration Procedures

- Learners will be registered with City & Guilds within required timescales (typically within 30 days of course start or as specified).
  - ID verification will be completed prior to registration.
  - Learners will be provided with qualification information and expectations.
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## 6. Access Arrangements

Access arrangements are agreed **before assessment** to ensure fair access without compromising standards.

The process includes:

- Identification of need during initial assessment
- Collection of supporting evidence
- Application submission to City & Guilds (where required) prior to assessment
- Implementation only after approval

Examples include:

- Additional time

- Modified assessment materials
  - Support readers or scribes
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## 7. Reasonable Adjustments & Special Considerations

- **Reasonable Adjustments:** Planned in advance to reduce disadvantage (e.g. adapted equipment or methods).
- **Special Considerations:** Applied after assessment for unforeseen circumstances (e.g. illness, injury).

Applications will be submitted in line with awarding body deadlines and guidance. Link to relevant City & Guilds policies:

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/apprenticeships/epa-access-arrangements-evidence-guide-pdf.pdf>

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/delivering-our-qualifications/access-arrangements-when-and-how-to-apply-pdf.pdf>

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## 8. Internal Quality Assurance (IQA)

The Arb Team will implement robust IQA processes including:

- Sampling of assessment decisions
- Standardisation meetings for training and assessment
- Assessor support and CPD

This ensures consistency, fairness, and compliance with awarding body requirements.

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## 9. Conflicts of Interest

All staff must declare any conflicts of interest, including:

- Personal relationships with learners

- Financial or professional interests

## Types of Conflict (Guidance)

Examples include:

- Family or personal relationship with a learner
- Financial interest
- Prior involvement in training delivery affecting assessment objectivity

## Management Actions

Where a conflict is identified:

- Reassign assessor or IQA
- Increase sampling or independent review
- Document all actions taken
- Decisions will be independently reviewed
- A conflict of interest log will be maintained by The Arb Team and City & Guilds notified using the following form:

<https://forms.office.com/pages/responsepage.aspx?id=KTVTy09n106NoplWJ6pSx3WzKwuuPJ0gjViCuNXzQ1UN09HUUpKMEo3OFc2V01NWjVGM1oxVUZRW C4u&route=shorturl>

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## 10. Malpractice & Maladministration

The Arb Team has a zero-tolerance approach to malpractice and maladministration.

Examples include:

- Falsification of evidence
- Non-compliance with assessment procedures
- Failure to follow awarding body requirements

All incidents will be:

- Investigated
- Reported to City & Guilds where required
- Subject to corrective action

Link to relevant City & Guilds procedures followed:

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/delivering-our-qualifications/cdl/malpractice/managing-cases-of-suspected-malpractice-in-examinations-and-assessments.pdf>

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## 11. Plagiarism

Plagiarism is defined as presenting another's work as one's own.

To prevent this:

- Learners will receive guidance on acceptable practice
  - Work will be checked for authenticity
  - Suspected cases will be investigated and may lead to disqualification
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## 12. Record Keeping

The Arb Team will maintain accurate and secure records including:

- Learner registration details
- Assessment decisions and feedback
- IQA sampling records
- Access arrangements and adjustments

Records will be:

- Stored securely
  - Retained in line with data protection and awarding body requirements
  - Available for External Quality Assurance (EQA)
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## **13. Continuous Improvement**

The Arb Team will:

- Collect learner feedback
- Review course delivery and outcomes
- Act on EQA and IQA feedback

Policies will be reviewed regularly to ensure ongoing compliance and quality.

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## **14. Equality, Diversity and Inclusion**

The Arb Team is committed to:

- Fair access to training and assessment
- Inclusive learning environments
- Supporting individual learner needs

## **15. Related Policies and procedures**

- Training and Teaching Policy
- GDPR Policy
- Equality, Diversity and Equal Opportunities Policy
- Quality Assurance Policy

**Date Reviewed:** March 2026

**Next Review Date:** March 2027