

Moderation Team Lead	
Role Overview	Support, standardise and quality assure a team of moderators
1. Training	
1.1	Attend, participate and engage in all training activities as requested
2. Standardisation	
2.1	Support the Principal Moderator with the moderation standardisation activities
3. Moderation	
3.1	Sample moderator activity and provide feedback within agreed timelines
3.2	Document, and escalate where relevant, Moderator sampling activities, outcomes and SMART action plans
3.3	Monitor progress of moderation team and ensure timely completion of moderation within the specified deadlines
3.4	Where appropriate, carry out marking of a sample of learners' assessments for an allocation of centres/providers and produce relevant reports, within specified timelines
3.5	Report any suspected malpractice issues to City & Guilds immediately, in line with the malpractice policy
4. Associate support	
4.1	Provide support, feedback and mentoring to Moderators on quality assurance moderation activities
4.2	Maintain contact with Moderators and Principal Moderators to provide updates and support
4.3	Ongoing performance monitoring of moderation team and appropriate feedback/support/escalating to Principal Moderator
5. Advice to City & Guilds	
5.1	Support the Associate Management team with the recruitment, selection and training and annual review
5.2	Provide advice to City & Guilds on all aspects of the assessment
5.3	Support the Principal Moderator with reports for centres/Providers, quality teams and Moderators; feeding in to reports on trends, areas for improvement and best practice issues identified through the moderation process.
5.4	If requested, support with appeals, ROMs, complaints and investigations
5.5	Inform and escalate to City & Guilds any Centre/Provider queries, risks, issues and concerns in a timely manner
6. Communication	
6.1	Respond to phone calls and emails within 2 working days, including capacity concerns

6.2	Inform City & Guilds immediately if unable to complete allocated work
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All duties must be carried out in accordance with City & Guilds procedures and instructions.

Moderators must not be involved in moderation activity in centres/ Providers where they have an established link.