

# A MODEL QUALITY ASSURANCE STRUCTURE FOR GREENKEEPING

## Introduction:

The structure is designed for countries looking to introduce a formal greenkeeping and golf course management programme of education, training and qualifications/certificates.

## Government/Ministry:

If a country develops Standards for greenkeeping it can benefit greatly by having them approved by their Government/Ministry.

Some Governments/Ministries allocate funding to assist organised industry bodies to develop Standards for their sector and this helps promote approved qualifications/certificates into schools/colleges.

Once approved, public funding is often allocated through colleges and training providers to encourage employers to register learners onto formal courses aligned to a qualification/certificate.

## Greenkeeper Training – Europe (GT-E):

The GT-E, formerly the European Greenkeeping Education Unit (EGEU), was established in 2005 with financial support from the R&A to develop and promote a set of Pan-European Standards for greenkeeping.

3 Levels of Standards were developed by a working group and are now in use throughout many countries assisted by an EU project, Green-e (2010-13).

## Golf Federations/Unions/Employers/Golf Course Owners Associations:

In many countries, the Golf Federation or Golf Union, represent the private golf club employers and can play a vital role to help gain Government/Ministry approval. Golf Course Owners Associations also represent employers and can also help

promote greenkeeper training and allocate funding to those looking to develop quality education and training in their country e.g. Greenkeeping Associations.

## Awarding Organisation (AO):

An AO can be very useful when new Standards have been developed by the industry and are looking for Government/Ministry accreditation. An AO is often responsible to quality assure a network of approved colleges/schools who offer education and training courses designed to meet the accredited Standards.

## External Verifier (EV):

The EV is appointed and trained by the AO to carry out visits to approved colleges/schools to ensure they are delivering programmes of learning and assessments to the agreed standards.

Often the AO contacts a recognised industry organisation to nominate a suitable person who meets a criteria including:

i) Is occupationally competent ii) Understands the standards iii) is trained or willing to be trained by the AO to become an EV.

## Centre-College-School-Training Provider:

Whilst any centre, college, training provider, school or individual can deliver courses of education and training it is recommended that an industry attempts to establish a number of specialist colleges/schools who have the physical and human resources to deliver a programme to meet the required standards.

Note: It would be the EV's job to visit and monitor approved colleges/schools.

## Internal Verifiers (IV's):

All approved colleges/schools will be required to have a person(s) responsible to maintain the quality assurance standards. The IV's role will be to check staff CV's, the delivery of the education, training and assessments of learners/students. The IV will be the person(s) who the EV contacts regarding arranging visits to their centre on behalf of the Awarding Organisation.

An IV will be assessor qualified.

## Assessors:

An assessor will be a person within the Centres/schools quality assurance team He/she must be occupationally competent as a greenkeeper and understands each level of the standard they will be assessing at.

## Trainer/Mentor:

A trainer/mentor would typically be the learners/students Golf Course Manager/Head Greenkeeper or an occupationally competent member of staff based at the centre/school.

The trainer/mentor will need to understand the standards at the level they are training/mentoring at.

NOTE: The Internal Verifier cannot IV learners/students if they have assessed them during their period of education and training.

## Student/Learner:

A student or learner is a person who is looking to gain a recognised qualification/certificate and will be registered at an approved college/school.

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