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| **Job Title** | Quality Assurance Coordinator  |
| **Salary**  | Band 3, Level 1 |
| **Responsible to** | Director of Income Generation and External Business |
| **Staff Managed:**  |
| Direct Reports: | Temps/TAC managed per annum | Project staff managed per annum | Are staff highly mobile or based on different sites? |
| No: | No: 0 | No: 0 | Yes |
| **Budgets managed** |  None |  |
| **Purpose of Job** |
| To develop and maintain improved practice in relation to Quality Assurance as it applies to the delivery of all WAES approved qualifications delivery within Apprenticeship, Traineeship, Employability and Distance Learning. The role will develop and continually improve the standard of assessment, observations, moderation and verification, working with associate assessor and sub-contractors to ensure compliance to external validating and accrediting organisations. |
| **Key duties and responsibilities of role** |

The post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which the Service is subject, and:

* To ensure awareness of all relevant policies and procedures related to the operation and integrity of qualifications operated by WAES and through the partnership of associate assessors and subcontractors with WAES. This will include regular support and monitoring of programme planning and delivery, assessment, learner reviews, observations, standardisation, moderation activities and IV schedules using available resources as effectively as possible.
* Contribute to the development and delivery of the Service’s Quality Improvement Strategy by monitoring and supporting excellence in assessment, observations, moderation and verification processes.
* Contribute to the successful achievement of agreed targets leading to continuous improvement of assessment, observations, standardisation and verification across the full range of awards, exams and qualifications offered by associate assessors and sub-contractors.
* Support associate assessors and subcontractors leading to tangible improvements in assessment, tracking, standardisation, moderation, verification and timely achievement thus improve success rates across the Service.
* Provide advice and support to associate assessors and sub-contractors on quality issues to ensure their full involvement in and the ownership of quality processes for assessment, observations, and verification and provide analysis and summative quality reporting.
* Ensure criteria are applied to assessment/observations/moderation/IV activities which are closely aligned to WAES and external awarding body guidelines and in a timely fashion to agreed calendar deadlines.
* Under the leadership of the Quality Manager to support implementation of the Service IV practice; to assist in Service IV and other quality audits and to develop assessment observations and moderation practice in line with Service policy and thus eliminating poor practice.
* Provide regular and frequent support in underperformance through tracking and monitoring of interventions and action plans around assessment, observations, moderation, standardization and verification activities.
* Undertake staff training as well as CPD and support activities with associate assessors and sub-contractors in support of assessment, observations, standardization and verification process and practice.
* From direction of the Quality Manager and Education and Training Manager support the investigation of any irregularities, malpractice and maladministration threatening the integrity of delivery, assessment, observations and awarding systems for qualifications.
* Work closely with associate assessors and sub-contractors to ensure the registration of learners with the Exams department (WAES direct learners) and awarding bodies are done in a timely manner.
* Work with associate assessors and sub-contractors in an advisory and support capacity to disseminate good practice and to drive improvement in assessment, observations and verification.
* Keep abreast of latest developments in assessment, observations, moderation, CIF, Apprenticeship, Traineeship and IV in line with awarding body expectations and changes and disseminate these as and when appropriate.
* Under direction of the Quality Manager and The Director of Income Generation and External Business ensure a clear consistent approach to planning of assessment, observations, moderation and verification activities and associated documentation in line with the Service.
* Undertake informal and formal observation of assessors in line with Service expectations.
* Ensure timely notification to the Quality Manager and the Director of Income Generation and External Business of issues arising and causing concern to support and advise associate assessors and sub-contractors in all issues relating to QA and awarding body compliance.
* Work with the Quality Manager and varied teams within the directorship in the preparation of the SAR and the monitoring of the QIP.
* Provide drive in all initiatives to ensure the sub-contractors provides a safe, welcoming and healthy environment for all students, staff and visitors while maintaining and implementing health and safety policies.

**General**

* To actively promote equality and diversity in all aspects of work with and for the Service.
* To take responsibility for own professional development and participate in relevant internal and external activities;
* To implement the Service’s health and safety policies and practices, including Safeguarding/Prevent.
* To carry out the above duties within the requirements of the Data Protection Act.
* To carry out the above duties in a confidential and sensitive manner.
* To undertake such other duties commensurate with the grade of the post as may reasonably be required including some flexible hours including evening or weekend working as well as off-site working.

**This job description is current as at the date shown although it is not an exhaustive list. In consultation with you, it is liable to variation to reflect changes in the job. The post holder will be required to undertake such duties as may reasonably be expected. All members of staff are expected to be professional, co-operative and flexible within the needs of the post, the department and the Service.**

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| **PERSON SPECIFICATION** The person specification outlines what is essential for the competent performance of full duties and responsibilities of the job, including professional or specialist skills or experience required. Applicants will need to demonstrate in their supporting statement how they meet the criteria listed below.

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| Post Title: **Quality Assurance Coordinator** **(12 month fixed term)** |  | **We will assess your match to the criteria from:** |
| KEY: (E) – Essential (D) - Desirable |  | Appl. Form | Tests | Inter-view | Refer-ences |
| **QUALIFICATONS/EDUCATION/TRAINING** |  |  |  |  |  |
| A relevant first degree and/or professional qualification in a relevant subject area. | E | ✓ |  |  |  |
| A full recognised teaching qualification at level 4 or above. | E | ✓ |  |  |  |
| Assessor and IV qualifications | E | ✓ |  |  |  |
| Minimum of Level 2 for literacy and numeracy | E | ✓ |  |  |  |
| A full recognised IAG at level 2 | D | ✓ |  |  |  |
| Evidence of continuous Professional Development | E | ✓ |  |  |  |
| **PROFESSIONAL KNOWLEDGE/UNDERSTANDING** |  |  |  |  |  |
| High level knowledge and understanding of improving assessment, observations and IV systems in an educational environment | E | ✓ | ✓ | ✓ |  |
| Knowledge of various awarding bodies regulations and expectations | E | ✓ |  | ✓ |  |
| **EXPERIENCE**  |  |  |  |  |  |
| Extensive experience of managing the quality of delivery in Apprenticeship and Traineeship working with sub-contractors  | E | ✓ |  | ✓ |  |
| Experience of working in an FE environment | D | ✓ |  |  |  |
| Significant experience in FE/post 16 education delivering high quality results in assessment, tracking, verification and standardisation  | E | ✓ |  | ✓ | ✓ |
| A minimum of 2 years’ experience of influencing and achieving improvement in assessment, standardisation moderation and IV practice  | E | ✓ |  | ✓ |  |
| **SKILLS** |  |  |  |  |  |
| Excellent written, spoken, interpersonal and presentational skills | E | ✓ | ✓ | ✓ |  |
| Ability to implement and monitor improvement strategies to achieve excellence in learning, assessment, observations, moderation and IV including maintenance of DCS. | E | ✓ |  | ✓ |  |
| Ability to deliver staff development activities related to improving assessment practice in moderation and standardisation.  | E | ✓ |  | ✓ |  |
| High level skills in using ICT to produce correspondence and reports, spreadsheets and online assessment/tracking. | E | ✓ |  | ✓ |  |
| Knowledge and ability in using online assessment practice, such as One Note and/or e-portfolios. | E | ✓ |  | ✓ |  |
| **DISPOSITION/PERSONAL QUALITIES** |  |  |  |  |  |
| Ability to inspire, motivate and support people to achieve excellence in their practice. | E | ✓ |  | ✓ | ✓ |
| Willingness to be flexible in approach to supporting staff in improving their practice in assessment, observations, moderation, standardisation and IV. | E |  |  | ✓ | ✓ |
| **KNOWLEDGE/UNDERSTANDING OF KEY POLICIES** |  |  |  |  |  |
| Up-to-date knowledge of assessment, moderation and IV expectations and regulations across a range of awarding bodies. | E | ✓ |  | ✓ |  |
| Knowledge of the Further Education sector, in particular policy developments in relation to issues which will impact upon education, training and learning in an FE environment  | E | ✓ |  | ✓ |  |
| Understanding of Safeguarding/Prevent Legislation and its application within the educational sector and in relation to this post. | E | ✓ |  | ✓ |  |
| Commitment to equality and diversity and a good understanding of its practical implementation in the role. | E | ✓ |  | ✓ |  |

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