Job Description

Title: Internal Quality Assurer

Summary/Purpose: To lead, motivate and develop a team of Assessors to improve the quality of delivery across all learning programmes, ensuring high quality teaching, learning and assessment for all learners. Responsible for ensuring the company's Internal Quality Assurance processes are rigorous and lead to continuous improvement, improved learner satisfaction and success rates across the team

Reporting to: Lead IQA

Supervising: N/A

Duties and Responsibilities:

Specific

- Responsible for motivating and developing a team of Assessors to ensure learners have a positive learning experience, KPIs are achieved and supervising how our assessors plan, practice and review.
- Responsible for developing a team of Assessors to improve the quality of delivery across all learning programmes.
- Accountable for contractual compliance through quality measures and auditable processes
- To ensure whole framework expectations and advise assessors on appropriate actions.
- Monitor and report on assessor performance to the Lead IQA and working in partnership with the Performance Manager, supporting development planning and implementing targeted improvement plans where necessary.
- Support assessor induction and ongoing training through a coaching and mentoring approach, delivered via the Assessor Practitioner Academy
- Ensure Assessors are engaging with workplace employer throughout the learning experience.
- Responsible for managing sampling and verification activities to improve the progression and achievement of learners
- Responsible for ensuring that all IQA activities continually meet the needs of the learners, exceed the requirements of Awarding Organisations, MEDR Estyn and Itec
- Participate an ongoing cycle of standardisation meetings for Assessors to ensure best practice is shared across all sectors
- Manage delivery models and other resources to embed a consistent and standardised approach to delivery
- To ensure second line assessment is carried out according to Itec policy and procedure.
- Accountable for ensuring literacy and numeracy are embedded throughout the learning programme
- Accountable for ensuring Assessors embed the cross-cutting themes of Safeguarding/Prevent, ESDGC, Wales the Language and Culture, Equality & Diversity and Health & Safety/Well-being
- Complete regular sampling of Assessor activity to ensure consistency across the team
- Ensure sampling is completed and turned around within the timescales set
- Know and understand what profiles are planned each month, planning to ensure the profiles are achieved.
- To monitor learner progression against the delivery model and that all ALN requirements are identified and adaption implemented.
- Responsible for completing IQA reports, clearly, well written and with sufficient detailed to support and improve performance
- Participate in and/or manage EQA visits to ensure the visit schedule is adhered to, all portfolios requested are presented and meet the standards resulting in a positive visit
- Responsible for managing, planning and completing IQA observations of Assessors to ensure the IQA strategy is met

- Accountable for coaching and developing Assessors ensuring they move into green RAG rating within 6 months of starting.
- Ensure all staff are aware of developments in their occupational sector by way of self-study and research and CPD logs / records maintained
- Support the Quality Assurance Team by identifying improvements to the IQA strategy through a process of review to improve delivery and success rates
- Maintain knowledge and adherence to Work Based Learning Professional Standards, Education Workforce Code of Practice and company's Code of Conduct

General

- To ensure security of company assets
- To comply with all company policies and procedures
- To comply with the companies safeguarding policy & procedure
- To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination and stereotyping.
- To implement in full the Company's quality policies and procedures.
- To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
- To give consideration to their actions at work as to how they may affect the safety of Learners, clients and visitors to Company premises
- Support and demonstrate the organisations core values
- Ownership mindset. Demonstrates accountability and reliability, taking responsibility for own actions and timely achievement of KPI's.
- Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company's or others premises, to the designated Health and Safety Officer.
- Other duties that may be identified from time to time by the Company.
- Attend relevant training / personal development programmes

Person Specification

	Essential	***Desirable***
Experience & Qualifications	Assessor and IQA qualification Relevant occupational competence Experience of delivering training and support Full driving licence with use of own vehicle	Experience and a proven track record of leading a team of IQAs Experience of co-ordinating EQA visits Been actively involved in an Estyn Inspection
Skills	IT Literate Committed to continuous improvement Ability to communicate well and effectively with colleagues and clients Accurate with good attention to detail in all areas of work Proactive with a willingness to learn, help others and take on tasks using own initiative	*Fluent in Welsh*
Knowledge	Safeguarding & Prevent Knowledge and understanding In depth knowledge of Apprenticeship programmes including framework requirements, IQA processes and assessment methods In depth knowledge of Awarding Organisation requirements In depth knowledge of Estyn Inspection requirements	
Characteristics	Empowers others Demonstrates a passion for learning Demonstrates a commitment to inclusion Fosters growth by proactively improving processes and practices Self-motivated, self starter. Flexible in approach. Ability to work under pressure Reliable Enthusiastic Team player Adapts well to change	

	Having a conscientious and self-disciplined approach to independent working Willing to travel to fulfil the requirements of the role	