

Job Description

Job Title:	Lead Internal Quality Assurer (LIQA)
Reports to:	Head of Learning – Business and Professional
Salary	£28,858 - £30,603 MET H
Hours	Full-time
Annual Leave	22 days rising to 27 days plus bank holidays (TBC)

Main purpose and scope of the post:

To lead the portfolio of apprenticeship courses within the Apprenticeships team. The person appointed will have responsibility for the quality assurance of the apprenticeship programme, including the delivery of Functional Skills, and will manage sector staff and resources for Apprenticeships delivered in the work place in response to employer's needs. The post also carries with it the responsibility for developing flexible delivery models to meet employer's requirements.

The person appointed will line manage a team of Skills Coaches formed of both permanent and sessional staff.

The role requires an individual who can lead and inspire Skills Coaches whilst ensuring compliance with key processes and responsibilities is maintained in line with College and Awarding Body management procedures.

Details of the person specification and the accountabilities of the post are given below.

Accountabilities:

The post-holder will report to the Head of Learning and will be accountable for:

- A. Developing and maintaining the Apprenticeship programmes to deliver an excellent student and employer experience.
- B. To provide management and quality assurance for Skills Coaches / Internal Quality Assurers.
- C. Complying with College wide policies and procedures.

Below is a non-exhaustive list of the type of duties these accountabilities cover. Exact duties may vary from time to time in order that the accountabilities may be met.

A. Developing and maintaining the Apprenticeship programmes to deliver an excellent student and employer experience

- Develop and maintain the delivery model for learners to ensure that agreed target numbers and associated income are achieved.
- Introduce the apprenticeship standards that will replace existing apprenticeship frameworks; and support their roll out across the college.
- Get involved in subject and course initiatives and assist in the development of courses and materials as necessary.
- Course review and evaluation; leading to the development of learning models and resources through the creation and maintenance of appropriate programs, including flexible delivery models to meet learner and employer's needs.
- Support the development of the e-portfolio system and the on-going development of a resource bank of apprentice self-learning materials.
- Manage the external quality assurance visits from awarding bodies and liaise with the quality team to prepare for these.
- Be accountable for the result of the external quality assurance visits to maintain Direct Claim Status
- Managing and investigating complaints, queries and appeals
- Undertake candidate and employer interviews to confirm learner and employer satisfaction and develop the program where relevant
- Support achievement rates by monitoring breaks in learning and withdrawals, and send to the Head of Apprenticeships for approval
- Maintain communications with employers, including a quarterly update on student progression to large levy employers
- Support achievement rates by raising student concerns promptly with employers
- Provide regular reports to include learner participation, starts, success rates and potential new starts.

B. To provide management and quality assurance for Skills Coaches / Internal Quality Assurers

- Manage the team of Skills Coaches / Independent Quality Assurers, maintaining recruitment, induction and appraisal processes in line with College procedures.
- Maintain compliance through effective management and development of Skills Coaches and the apprenticeship programmes
- Achieve Minimum Levels of Performance through supporting Skills Coaches to ensure learners are prepared for End Point Assessment and certificate claims are processed as required.
- Ensure the delivery team is able to support and advise learners as appropriate and that students receive the necessary support to achieve their potential; including the delivery of Functional Skills support.
- Allocate new starts to Skills Coaches / Independent Quality Assurers and confirm registration of all students for relevant exams.
- Report on potential new starts or progressions and work with the End Point Assessment Coordinator regarding final assessments to determine success rates.
- Maintain a caseload of **10 learners** to assess, organise regular review meetings with learners and employers in the workplace, and complete and update designated learner records (e.g. 20% of the job forms).
- Deliver, and monitor assessor's delivery, of Functional Skills
- Carry out and coordinate regular Internal Quality Assurance of Portfolios including three Internal Quality Assurance verifications of Diploma portfolios where required.
- Regular (minimum monthly) assessor caseload checks; including progression towards Functional Skills, off the job training records, a sample audit of Individual Learning Plans and Individual Progress reviews to identify 'at risk' or poor performing students.
- Collect evidence of Continuing Professional Development from assessor team every 6 months
- Complete observations of Skills Coaches including one by an IQA and one by a peer.
- Assess the effectiveness of teams and individuals against agreed targets and Chair standardisation meetings with Skills Coaches to highlight common issues and identify solutions and improvements.

- Maintain a sampling plan to ensure compliance and quality across the programmes
- Maintain own professional level of expertise and keep up to date with the latest development in the field; undertaking training and development directly relevant to your professional role as necessary.

C. Complying with College wide policies and procedures

- Promote the College's values and vision to staff and learners through leadership of the assessment team.
- Fully engage with the college's e-learning agenda and to use ICT as an integral part of the teaching and learning process.
- Provide feedback and CPD planning for individuals on probation; or provide feedback for their appraisals.
- Comply with the College's health and safety policy.
- Work to promote and contribute to the College's Equal Opportunities Policy.
- Apply the College's safeguarding policy and practices.
- Comply with the College's procedures in relation to the requirements of the Data Protection Act.
- Undertake such other duties as may be reasonably required.

NOTES:

Safeguarding Children and Vulnerable Adults

The College has a statutory and moral duty to ensure that it operates with a view to safeguarding and promoting the welfare of children and young people studying at the College. The post holder will be required to commit to the College child protection policy and promote a safe environment for children and young people learning within the College. All posts are subject to enhanced Disclosure Barring Services check, however, having a criminal record will not necessarily bar you from working with us, this will depend on the nature of the position and the circumstances and background of your offences.

Equal Opportunities and Diversity

All employees of Greater Brighton Metropolitan College are required to promote equality and diversity in all aspects of the job. Specifically, the job holder will be required to support the College to meet the General Equality Duty under the Equality Act 2010 to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: Age, Disability, Gender Reassignment, Marriage/Civil Partnership, Pregnancy/Maternity Leave, Race, Religion or Belief, Sex, Sexual Orientation.

Health and Safety

It is the responsibility of all employees to cooperate with the College management in meeting the objectives of providing a healthy and safe place of work. Therefore, all staff must carry out their work with reasonable care for the health and safety of themselves and other people. Accidents or near misses must be reported and safe working procedures must always be followed.

1. Duties will inevitably develop and change as the work of the College changes to meet the needs of our service. Employees should therefore expect periodic variations to job descriptions, the College reserves this right. This job description will be supplemented on a regular basis by individual objectives derived from College strategies.
2. Where an applicant or existing employee is, or becomes, disabled (as defined by the Equality Act 2010) and informs the College fully of their requirements, reasonable adjustments will be made to the job description wherever possible.

Person Specification

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The following is a list of the experience, knowledge/skills and qualities which the College requires in the post. This list is not exhaustive. It is a requirement of all our staff that they share and actively engage with the vision that the College will be exceptional.

Experience

Essential:

- Effective working knowledge of the Apprenticeship program.
- Knowledge and experience of assessing and internal verification and running flexible work based delivery models.
- Track record of delivering a quality Apprenticeship programme.
- Experience to include leading a field based team of Skills Coaches / Internal Quality Assurers.
- Recognised assessor and internal verification qualification.
- Management skills, with staff and learners.
- Excellent communication and interpersonal skills.
- Customer-focused attitude
- Strong IT skills, with the aptitude to use an Apprenticeship Management system.
- A flexible and positive approach to work hours to meet College needs.
- Ability to promote the college in a positive manner.

Desirable:

- Knowledge of Skills Funding Agency funding.
- Experience of an Apprenticeship Management system (e.g. Aptem)

Qualifications

Essential:

- Hold an Internal Verifier Qualification.
- GCSE English and Maths grade C or above (or equivalent).

Desirable:

- Degree level qualification.
- Teaching or training qualification / experience.
- Level 2 Functional Skills.
- Level 3 Team Leader Supervisor and/or Level 5 Operations Manager.

Knowledge/understanding/skills/abilities

- Up-to-date knowledge and understanding of the principles and practices of internally assuring the quality of assessments within a college
- Excellent interpersonal skills with the ability to communicate at all levels
- Excellent planning, organisational and time management skills
- Leadership and supervisory skills
- Excellent IT skills

Qualities

- Dynamic, enthusiastic and self-motivated
- Effective interpersonal skills with an ability to motivate and develop colleagues
- High level of organisational skills
- The ability to deal with cross-College issues in a professional, positive and confidential manner
- Demonstrable experience of commitment to child protection, safeguarding and the promotion of a safe environment for children and young people to learn in
- Demonstrable commitment to the College's support and promotion of equality and diversity in all aspects of working life
- To aspire to the College's Mission and Values