

Task profile

Consultant type: External Quality Assurer

Monitored by: Standardisation External Quality Assurer

Managed by: Consultant Manager

Contracted Days: As per supply of services

Task purpose

- Conduct and document qualification, advisory, system and exam audit activities with centres, in line with City & Guilds and regulatory arrangements
- Provide advice and support to centres
- Support the training and development of new and existing centres in line with City & Guilds policies and procedures
- Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance
- Maintain a thorough knowledge of City & Guilds products, services and IT systems to enable excellent customer service

Key Contracted Responsibilities

1. Quality assurance sampling/systems, advisory activities

To conduct and document qualification, advisory, system and exam audit activities with centres when requested by the Quality Team

Measures:

- Carry out and document quality assurance activities in line with City & Guilds and regulatory arrangements
- Carry out and document standardisation of assessment practice activities
- Carry out and document additional activities
- Carry out and document system visits in line with City & Guilds and regulatory arrangements
- Carry out and document qualification/ generic/ systems advisory activities
- Carry out and document exam audit visits in line with City & Guilds and regulatory arrangements, when requested by the territory office;
 - arrive at the centre at least 45 minutes prior to the exam
 - stay at the centre for the duration of the exam
 - Maintain a thorough knowledge of the regulatory requirements for conducting examinations
JCQ Instructions for Conducting Examinations
- Record SMART action plans
- Respond to and document risk, in line with City & Guilds and regulatory arrangements
- Effectively communicate details of centres, activities and local knowledge to the Quality Team and Standardisation External Quality Assurers
- Submit all reports within 2 working days of the activity

2. Customer advice and support

Provide advice and support to centres as requested by the Quality Team

Measures:

- Provide advice on qualifications to new and existing centres
- Provide centre support and guidance on the development and maintenance of quality assurance systems, policies and procedures, including risk in line with City & Guilds and regulatory arrangements, when requested
- Provide advice to the Quality Team on qualification specific queries, when requested
- Provide advice to the Quality Team on centre quality assurance system queries, including risk, systems, policies and procedures, when requested
- Report any malpractice issues to City & Guilds as soon as possible
- Respond to 'phone calls and emails within 2 working days

3. Training and development

Support the training and development of new and existing centres in line with City & Guilds policies and procedures

Measures:

- Support centres with implementation of the quality assurance model, as requested by the Quality Team
- Keep up to date with any changes to the quality assurance model, through updates and refresher training

4. Standardisation

To participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance

Measures:

- Ensure all quality assurance and risk management activities are consistently carried out in line with TAQA or equivalent requirements
- Work towards TAQA or equivalent requirements, where not already achieved. You are required to complete your TAQA induction within 6 months of being contracted and must complete TAQA within one year of registration
- Attend and participate in best practice and standardisation activities
- Maintain and document personal CPD record, in line with the qualification handbook and assessment requirements
- Attend and participate in all External Quality Assurer briefings and training activities in areas you quality assure
- Ensure any personal action plans are achieved, within timescales, to required standards

5. Business awareness

Maintain a thorough knowledge of City & Guilds products, services and IT systems to enable excellent customer service

Measures:

- Read and digest portfolio and External Quality Assurer updates
- Keep up to date via websites and email correspondence

- Forward market intelligence and competitor information to the Quality Team and Standardisation External Quality Assurer
- Recommend additional qualifications, activities, products and services to centres, as appropriate

Additional responsibilities for External Quality Assurers involved in qualifications using centre devised assignments

- Ensure the qualifications and experience of assessment writers in centres meet requirements by checking staff have experience of writing assignments, using grading descriptors and/or have the appropriate TAQA qualifications/units that apply to assessing vocationally related qualifications
- Review and approve centre-devised assignments prior to delivery to ensure that they are relevant, meet the guidance as specified in the individual units and are at the correct level
- Ensure that the Internal Quality Assurance (IQA) Coordinator supports the assessment development process and the assignment writer to ensure assignments are fit for purpose and appropriately reflect national standards
- Provide clarification and support to the IQA regarding any issues/queries during the assessment development process
- Authorise the IQA to be the sole sign off for the specified range of qualification areas after scrutiny of an initial sample of assignments (using the appropriate form)
- Maintain a thorough knowledge of City & Guilds centre devised guidance and forms.