



# Quality Assurance Officer – End-Point Assessment

## Job Description

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<b>Job Title</b>	Quality Assurance Officer- End Point Assessment
<b>Department</b>	SFJ Awards
<b>Location</b>	Sheffield but with some flexibility
<b>Pay scale</b>	£30,000 - £33,000
<b>Contract</b>	Permanent
<b>Hours</b>	37.5 hours per week

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## Job Summary

To work with the Quality Assurance & Assessment Manager and support the quality assurance team to ensure that SFJ Awards is compliant with regulatory obligations and its services meet customer and regulatory requirements

SFJ Awards is a regulated awarding organisation in England, Wales, Northern Ireland and Scotland. SFJ Awards is also a leading Apprenticeship End-Point Assessment Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessments to apprentices on a growing number of apprenticeship standards

As part of the quality assurance team you will work alongside the Quality Assurance Officer – Qualifications, providing support and cover as appropriate.

This role sits at the centre of our End-Point Assessment provision and provides invaluable support to our internal and external EPA team.

This role requires someone who thrives on being organised yet flexible enough to keep up with developments in a dynamic landscape.

You will build positive relationships with colleagues and our external Associate Independent Assessor and Lead Independent Assessor team.

## Key Responsibilities

### Primary

- Monitor and maintain the quality of SFJ Awards provision and managing the activities of our contracted assessment arrangements



- Maintain an accurate record of a bank of Associate Independent Assessors, Lead Independent Assessors and External Quality Assurers and manage their recruitment and performance
- Issue and track annual Associate Independent Assessor, Lead Independent Assessor and External Quality Assurer Agreements
- Organise and deliver a regular programme of pre/post and ongoing assessment moderation and standardisation events
- Provide developmental support to the Associate Independent Assessors, Lead Independent Assessors and External Quality Assurers, reporting concerns to the Quality Assurance & Assessment Manager
- Produce and proofread assessor, internal quality assurance and support materials
- Implement and improve SFJ Awards assessment and internal quality assurance systems and processes relating to EPA activity
- Liaise with the Quality Assurance & Assessment Manager to develop quality assurance procedures and documentation
- Act as the first point of contact for EPA related enquiries from the Independent Assessors and Lead Independent Assessors
- Respond to stakeholder queries, seeking support as required

## Secondary

- Support the Quality Assurance Officer – Qualifications to quality assure / monitor SFJ Awards approved centres in accordance with SFJ Awards centre approval and risk rating criteria, ensuring that centres offering SFJ Awards qualifications comply with all regulatory requirements (including those that relate to external assessment)
- Ensure that QA activity is effective, efficient and within budget
- Monitor action plans in relation to the quality assurance and compliance of Approved Centres, reporting concerns to the Quality Assurance & Assessment Manager
- Apply, and monitor, effective risk management of centres using intelligence from a range of sources
- Support the Quality Assurance Officer – Qualifications to scrutinise EQA Reports to ensure comments, actions and recommendations made by the associate EQA team are appropriate and consistent with SFJ Awards policies and procedures



- Support the Quality Assurance Officer – Qualifications to formally communicate with centres in relation to compliance matters (e.g. confirmation of centre approvals, qualification approvals, outcomes of EQA activities, Sanctions/non-compliance)
- Work with the Quality Assurance & Assessment Manager to prepare reports for the Quality and Standards Committee/Board
- Work with the Quality Assurance & Assessment Manager to support the production of self-evaluation reports on outcomes of the external quality assurance process

## General

- Attend appropriate training events as required
- Contribute to SFJ Awards business and systems development
- Adhere to SFJ Awards internal procedures and processes to maintain regulatory compliance
- Work with relevant members of the SFJ Awards and Workforce Development Trust teams to develop appropriate solutions to meet stakeholder demands
- Work to identified deadlines, timescales, costs and quality standards in line with SFJ Awards processes, reporting any concerns to the Quality Assurance & Assessment Manager
- Build and maintain effective relationships with internal and external stakeholders
- Ensure that working practices reflect SFJ Awards and Workforce Development Trust vision and values
- Commitment to valuing diversity and to equality of opportunity
- Ensure the courteous treatment of all internal and external customers, maintaining the professional reputation of the organisation
- Maintain own health and safety and that of other staff and visitors in accordance with the organisation's health and safety policy

## Person Specification

Criteria	Essential	Desirable
<b>Education and Qualifications</b>		
Demonstrable officer level knowledge and experience	X	
Assessor and Quality Assurance qualifications	X	
Training or Teaching Qualifications		X
Level 3 Award in Undertaking End-Point Assessment (RQF) qualification		X
<b>Knowledge</b>		

Understanding of the Independent Assessor End-Point Assessment role carried out by End-Point Assessment Organisations	<b>X</b>	
Knowledge of the regulatory requirements of the UK qualification regulators		<b>X</b>
Knowledge of vocational qualification assessment and quality assurance processes and practices	<b>X</b>	
Knowledge of the Apprenticeship reform in England		<b>X</b>
<b>Experiences</b>		
Experience of assessment and internal quality assurance	<b>X</b>	
Effective interpersonal skills with the ability to build successful working relationships and liaise appropriately with internal and external stakeholders	<b>X</b>	
Background in adult learning and development		<b>X</b>
<b>Skills and Abilities</b>		
Strong literacy and numeracy and communication skills	<b>X</b>	
Excellent planning and organisational skills	<b>X</b>	
Strong ability to manage projects and deadlines	<b>X</b>	
Attention to detail and proofreading skills	<b>X</b>	
Ability to analyse and utilise information	<b>X</b>	
Ability to solve complex problems and make sound and reliable judgements	<b>X</b>	
Sound IT skills to support core functions of the role, including the use of Microsoft applications (Outlook, Word, Excel and PowerPoint)	<b>X</b>	
Experience of using Portico Quartz, or other database systems		<b>X</b>
Able to take responsibility for own area of work	<b>X</b>	
Work well with others as part of a team and collaborate to meet challenging deadlines	<b>X</b>	
Resilience and determination, with the ability to work well under pressure in a dynamic environment	<b>X</b>	
An eye on the bigger picture and ability to appreciate where your role fits in to the business	<b>X</b>	
Apply a flexible approach to all work tasks and working relationships	<b>X</b>	
Motivated, enthusiastic and able to work with confidence, using your own initiative	<b>X</b>	
<b>Other</b>		
Flexible approach to travel, and hours of work	<b>X</b>	



Understanding and knowledge of the Health and Justice sectors/uniformed public services		<b>X</b>
Willingness to learn	<b>X</b>	

## Job Description Completion

<b>Name</b>	Pamela Hunt
<b>Job Title</b>	Quality & Assessment Manager
<b>Department</b>	SFJ Awards
<b>Date</b>	30/07/19

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

### Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

### Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.



### **Confidentiality**

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct.

Employees are expected to act with integrity both inside and outside the work place.

### **Data Protection**

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

### **Other Employment**

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever.