

Job Description

Quality Assurance Officer

Reporting to: Operations Manager

Salary: £32K- £36k depending on experience

Location: This full-time role combines remote and travel to settings as and when required

Job type: Full Time/LLP Partner

Holidays: 25 + all bank holidays

Benefits: LLP Senior Partner Benefits & Profit Share

About us:

ELA delivers high-quality apprenticeships and Commercial courses. We have expertise across a specific range of sectors and have established Business Units and short courses both in Apprenticeships and Employability with our passionate sector specialists.

ELA have a commitment to safeguarding and promoting the welfare of children, young people, and adults at risk.

Successful applicants will need to undertake an enhanced Disclosure Baring Service check (DBS) where appropriate.

Our Business Units include Project Management, Leadership & Management, Early Years, Health & Social Care, CYP and Hospitality.

Typical deliverables

This list is not exhaustive, and you are expected to undertake any reasonable activity suited to your qualifications and experience.

- Adhering to the IQA process for apprenticeship standards and delivery to ensure full sight of learner progression, tutor, assessor support and employer engagement against all qualification aims.
- To create and update sampling plans for each qualification (and level) to ensure robust sampling across all methods of evidence submission, reflective of awarding body and assessment strategy requirements.
- To conduct starter, interim and summative sampling of learners' work in e-portfolio format.
- To ensure continued compliance is monitored via ongoing sampling; live and current Individual Learning Plan (ILP), correct rules of combination, career IAG, evidence of progression on to higher functional skills levels, timely and effective progress reviews with SMART targets, embedding of functional, personal development skills, British Values, Equality and Diversity, Prevent and Safeguarding.
- To support the review and approval of standardised learning resources accessible to assessors and learners, as appropriate.

- Development and supervision of the curriculum for apprenticeships within your sector.
- To create, review and approve standardised learning resources accessible to assessors and learners. Schemes of Work, Skill Scans and onboarding resources when required.
- Development of calendar of events, to promote wider and enrichment activities.
- To conduct IQA duties as above to ensure business targets will be met as a direct result of the achievement of timely portfolio completion and End Point Assessment (EPA) activities.
- Liaising regularly with your Operations Manager and collating timely reports when required.
- Mentoring and coaching apprentices/learners with varying barriers to learning.
- To act as Countersignature for trainee assessors/IQAs.
- To develop, manage and schedule standardisation meetings in line with Operational requirements, and create learning resources accessible to assessors, learners and employers.
- To attend Operations team meetings and provide support as required.
- To attend monthly 121 meetings with your line manager.
- To achieve KPI's in line with role.
- To manage, develop and support the delivery of CPD, ensuring that information is current, up-to-date and purposeful.
- Taking part in continuous professional development, including completion of own development
- Working closely with the Operations Manager to ensure all aspects of the role are completed in a timely manner.

Qualifications - essential unless otherwise indicated:

- Level 4 Internal Quality Assurance
- Level 3 Assessor's Award
- A minimum of 3 years' sector experience of delivering and quality assuring sector related previous qualification equivalents
- A minimum of a Level 3 teaching qualification (e.g. Award in Education and Training) (Desirable)
- A minimum of Level 2 (or equivalent) Certificates for English, and Math
- A proven track record of quality assuring accredited qualifications in your relevant sector.

You will possess:

- Ability to understand and interpret Apprenticeship Standards and Qualification criteria
- Solid understanding and experience of e-portfolio platforms at IQA level
- Ability to use qualification specifications to ensure full coverage of criterion requirements when providing developmental feedback.
- Excellent verbal (virtual and face to face) and written communication skills
- Good administration and IT skills; ability to demonstrate effective self-management is essential.
- Established experience in delivering customer service to a broad range of clients.

- Desire to make a difference by delivering a first-class quality experience to enable outcomes in attainment and development to be maximised from every individual's starting point on programme.
- Eligible to live and work in the UK
- Full driver's license with ongoing access to a car for travel to client settings; willingness and ability to travel are essential.

Note: An offer of employment and start date remains conditional on the receipt of satisfactory DBS check outcomes and 2 verified written references.