

Task profile

Consultant type: External Quality Assurer

Monitored by: Standardisation External Quality Assurer

Managed by: Associate Manager

Contracted Days: As per supply of services

Task purpose

- Conduct and document quality assurance, advisory and system activities with centres, in line with City & Guilds/ILM and regulatory arrangements
- Provide advice and support to centres
- Support the training and development of new and existing centres in line with City & Guilds/ILM 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/ILM products, services, and IT systems to enable excellent customer service

Key Contracted Responsibilities

1. Quality assurance activities

To conduct and document quality assurance, advisory and system activities with centres when requested by the Quality Delivery Team

Measures:

- Carry out and document quality assurance activities in line with City & Guilds/ILM 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/ILM and regulatory arrangements
- Carry out and document qualification/ generic/ systems advisory activities
- Record SMART action plans
- Respond to and document risk, in line with City & Guilds/ILM and regulatory arrangements
- Effectively communicate details of centres, activities and local knowledge to the Quality Delivery 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 Delivery 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/ILM and regulatory arrangements, when requested
- Provide advice to the Quality Delivery Team on qualification specific queries, when requested
- Provide advice to the Quality Delivery Team on centre quality assurance system queries, including risk, systems, policies and procedures, when requested
- Report any malpractice issues to City & Guilds/ILM in line with the malpractice policy
- 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/ILM policies and procedures

Measures:

- Support centres with implementation of the quality assurance model, as requested by the Quality Delivery 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, 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 standardisation 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/ILM 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 Delivery Team and Standardisation External Quality Assurer
- Recommend additional qualifications, activities, products and services to centres, as appropriate