

Task profile

- Consultant type:** ILM Lead Assessor
- Managed by:** Associate Manager
- Contracted days:** As per supply of services

Task purpose

- Monitor and support allocated ILM Assessors to ensure a standardised and consistent approach to quality assurance.
- Support the development and delivery of ILM Assessor and External Quality Assurer standardisation meetings, updates, training sessions and online resources.
- Support the Associate Management team with the recruitment, selection and training of new ILM Assessors.
- Produce reports, as requested, to support quality assurance and consistency of the ILMA service.
- Provide advice and guidance to ILM Assessors, Associate Managers, Industry and Products and Quality Delivery teams.

Key Contracted Responsibilities

1. Standardisation and consistency of the ILM Assessors

Monitor and support allocated ILM Assessors to ensure a standardised and consistent approach to quality assurance.

Measures:

- Monitor and support the quality assurance of allocated ILM Assessors in line with their task profiles within the 10-working day SLA.
- Standardise ILM Assessor practice, to ensure that quality assurance practices, policies and procedures are adhered to in line with City & Guilds/ ILM and regulatory arrangements.
- Provide support to the Quality Delivery team on quality assurance and ILM Assessor queries, as requested.
- Contribute to the annual ILM Assessor review process.
- Monitor and document ILM Assessors' risk, in line with City & Guilds / ILM policies and procedures.
- Implement and monitor SMART action planning for ILM Assessors.

2. Development and delivery of standardisation meetings, updates, and training

Support the development and delivery of ILM Assessor and External Quality Assurer standardisation meetings, updates, training sessions and online resources.

Measures:

- Develop content for standardisation meetings, updates, and training, liaising with the relevant Industry Manager, Technical Advisor, Associate Management and Quality Delivery teams.
- Present / facilitate at External Quality Assurer briefings.
- Develop online training materials.

3. Recruitment, selection, and training

Support the Associate Management team with the recruitment, selection, and training of new ILM Assessors.

Measures:

- Support the Associate Management team with the recruitment, selection, and training of new ILM Assessors.
- Support the Associate Management team with the ILM Assessor annual performance review process.

4. Trends and issues

Produce reports, as requested, to support quality assurance and consistency of the ILMA service.

Measures:

Coordinate intelligence on:

- ILM Assessor performance, including best practice.
- Qualification specific information.
- Quality assurance trends, training, issues, and local knowledge.
- Marketing data, business opportunities and / or threats, competitor activity.
- Risk notification.
- Produce a Feedback Summary Report for centres whose learners are consistently unable to meet the ILM VRQ standards.

5. Technical advice and guidance

Provide advice and guidance to ILM Assessors, Centres, Associate Managers, Industry and Products and Quality Delivery teams.

Measures:

- Provide technical and qualification specific advice.
- Provide telephone support to all designated centres that are new to the ILM Assessment Service.
- Support City & Guilds with any appeals against ILM Assessment decisions, as requested.
- Respond to phone calls and emails within 2 working days.