

# T Level Technical Qualification Associate (TQA)

## Task profile

### Task profile

Consultant type:	T Level TQ Associate
Monitored by:	Lead TQA Associate
Managed by:	Associate Manager
Contracted Days:	As per supply of services

### Task purpose

- Review Eligible Provider approval applications, including supplementary evidence and carry out approval and support activities
- Conduct and document quality assurance, advisory and system activities with approved Providers, in line with City & Guilds and regulatory arrangements
- Provide advice, guidance and support to Providers
- Support the training and development of new and existing Provider in line with City & Guilds policies and procedures
- Delivery and/or support Provider training and standardisation activities
- Participate and advise 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
- Maintain relevant occupational and quality assurance experience of the TQ
- Maintain detailed knowledge and understanding of the TQ delivery and assessment requirements as well as the overall T Level programme

## Key contracted responsibilities

### 1. Quality assurance activities

Review Eligible Provider approval applications, including supplementary evidence and carry out approval and support activities.

Conduct and document quality assurance, advisory and system activities with approved Providers, in line with City & Guilds and regulatory arrangements.

#### **Measures:**

- Carry out and document approval and 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 advisory activities
- Record SMART action plans across all activities
- Respond to and document risk, in line with City & Guilds and regulatory arrangements
- Effectively communicate details of Providers, activities and local knowledge to the Quality team and Lead TQA
- Submit all reports within 2 working days of an activity

### 2. Customer advice and support

Provide advice, guidance and support to Providers.

#### **Measures:**

- Provide advice on T Level and TQ to new and existing Providers
- Provide 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 TQ specific queries, when requested
- Provide advice to the Quality team on Provider quality assurance system queries, including risk, systems, policies and procedures, when requested
- Report any malpractice issues to City & Guilds in line with the malpractice policy
- Respond to all phone calls and emails within 2 working days

### 3. Training and development

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

Delivery and/or support Provider training and standardisation activities.

#### **Measures:**

- Support Providers 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
- Deliver and/or participate in Provider standardisation activities where requested by Provider and/or Quality team
- Advise and guide Providers in best practice to support continued improvement and consistent performance

#### **4. Training and development**

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

Delivery and/or support Provider training and standardisation activities.

##### **Measures:**

- Support Providers 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
- Deliver and/or participate in Provider standardisation activities where requested by Provider and/or Quality team
- Advise and guide Providers in best practice to support continued improvement and consistent performance

#### **5. Standardisation**

Participate and advise in best practice and standardisation activities to ensure support for continued improvement and consistent performance.

##### **Measures:**

- Ensure all approval, quality assurance and risk management activities are consistently carried out in line with equivalent requirements
- Attend and participate in all best practice and standardisation activities
- Attend and participate in all relevant Associate briefings and training activities in areas you quality assure
- Ensure any personal action plans are achieved, within timescales, to required standards

#### **6. Business awareness**

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

Maintain relevant occupational and quality assurance experience of the TQ.

Maintain detailed knowledge and understanding of the TQ delivery and assessment requirements as well as the overall T Level programme.

##### **Measures:**

- Read and digest portfolio and associate updates
- Keep up to date via websites and email correspondence
- Maintain and document personal CPD record, in line with the TQ handbook and assessment requirements

## Limitations

TQAs must not be involved in any activity in Providers where they have an established link.

TQAs must not be involved in any moderation or external marking of any assessments where they are assigned as the provider's TQA.

TQAs must complete and submit a Conflict of Interest declaration form to outline any potential conflicts. This must be updated whenever circumstances change.