

Technical Qualification Associate	
Role Overview	Conduct and document approval, support, quality assurance, advisory and system activities with Providers
1. Standardisation	
1.1	Attend, participate and engage in training and standardisation activities
1.2	Maintain and submit, as requested, CPD records
1.3	Complete requirements in personal action plans
2. Quality Assurance Activities	
2.1	Carry out and document approval, quality assurance, assessment practice, advisory and systems activities as directed by City & Guilds
2.2	Record and submit concise feedback to the centres on the relevant report and submit within 2 working days of the activity
2.3	Apply advice and guidance provided by City & Guilds and Lead TQA
2.4	Report any suspected malpractice issues to City & Guilds immediately, in line with the malpractice policy
3. Advice to Centres	
3.1	Provide advice on qualifications to new and existing centres
3.2	Provide centre support and guidance on the development and maintenance of quality assurance systems, policies and procedures
4. Advice to City & Guilds	
4.1	Provide advice on specific queries relating to the qualifications and quality assurance activities
4.2	If requested, support with appeals, complaints and investigations
5. Communication	
5.1	Respond to phone calls and emails within 2 working days
5.2	Inform City & Guilds immediately if unable to complete allocated work

All duties must be carried out in accordance with City & Guilds procedures and instructions.