Qualification Quality Assurer	
Role Overview	Conduct and document, support, quality assurance, advisory, monitoring and system activities with centres/ Providers
1. Standardisation	
1.1	Attend, participate and engage in training and standardisation activities to ensure standardised ways of working
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 centre and qualification quality assurance, assessment practice, and carry out advisory/monitoring activities (to include centre support on internal standardisation and application of marking grid) and CAC verification activities as directed by City & Guilds within agreed timelines
2.2	Record and submit concise feedback to the centres/ Providers in relevant reports and submit within agreed timelines
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/ Providers	
3.1	Provide advice on qualifications to new and existing centres/ Providers
3.2	Provide centre/ Providers support and guidance on the development and maintenance of quality assurance systems, policies and procedures
3.3	Record and submit concise feedback to centres/ Providers on verification activities within agreed timelines
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.