Lead External Quality Assurer

Role Overview	Support and standardise and quality assure a team of External Quality Assurers

1. Standardisation

1.1	Develop and present content for EQA training, standardisation and updates, liaising with the relevant teams
1.2	Implement sampling plans, in line with the sampling strategy, recording sampling on sampling records
1.3	Standardise EQA practice, to ensure that assessment practices, policies and procedures are adhered to in line with City & Guilds and regulatory arrangements
1.5	Complete sampling reports within 10 working days of the activity taking place
1.6	Confirm occupational competencies and CPD of EQAs

2. Quality Assurance

2.1	Carry out EQA activities when requested

3. Associate support

3.1	Monitor and support EQAs in line with their task profiles
3.2	Maintain contact with EQAs to provide updates and support
3.3	Accompany External Quality Assurers on quality assurance visits when requested by City & Guilds

4. Advice to City & Guilds

4.1	Support the City & Guilds team with the recruitment, selection and training of new EQAs
4.2	Provide support to the City & Guilds teams on qualification queries, as required
4.3	Contribute to the annual EQA review process
4.4	Produce a monthly Lead EQA report, reporting on trends and issues identified by EQAs, customers and sampling
4.5	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.