

Quality Assurer (Land)	
Role Overview	Conduct and document quality assurance and advisory activities with centres
1. Standardisation	
1.1	Develop and present assessor standardisation events and other activities as required.
1.1	Attend, participate and engage in training and standardisation activities
1.3	Complete requirements in personal action plans
2. Quality Assurance Activities	
2.1	Conduct and document quality assurance and advisory activities with centres
2.2	Record and submit concise feedback to the centres on relevant report and submit within two working days of the activity
2.3	Report any risk identified with Assessor work and practice to City & Guilds
2.4	Record SMART actions following sampling activities and monitor the closure of them
2.5	Apply advice and guidance provided by City & Guilds and Lead Verifier
2.6	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 two 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.