

Recognition Consultant	
Role Overview	
	Conduct and document approval and renewal activities for Assured/Accreditation/Recognition centres
1. Standardisation	
1.1	Attend, participate and engage in training and standardisation activities
1.2	Complete requirements in personal action plans
1.3	Maintain and submit, as requested, CPD records
2. Support Activities	
2.1	Carry out and document approval/renewal activities
2.2	Produce and submit error-free reports, in a timely manner
2.3	Set and record clear and SMART action plans for customers
2.4	Apply advice and guidance provided by City & Guilds and Lead Consultant
2.5	Report any suspected malpractice issues to City & Guilds immediately, in line with the malpractice policy
2.6	Provide centre support and guidance on the development and maintenance of quality assurance systems, policies and procedures
3. Advice to City & Guilds	
3.1	Provide advice on specific queries relating to the centre activity
3.2	Inform City & Guilds of process or systems issues
4. Communication	
4.1	Respond to phone calls and emails within 2 working days
4.2	Inform City & Guilds immediately if unable to complete allocated work

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