

VTQ Adviser	
Role Overview	
Provide technical advice and guidance to Associates and City & Guilds	
1. Standardisation	
1.1	Support the development of content for technical training, standardisation and updates, liaising with the relevant teams
1.2	When required, present technical training, standardisation and updates
1.3	Confirm occupational competencies and CPD of EQAs
2. Associate support	
2.1	Provide technical advice to EQAs
3. Advice to City & Guilds	
3.1	Support the City & Guilds team with the recruitment, selection and training of new EQAs
3.2	Provide support to the City & Guilds teams on qualification queries, as required
3.3	If requested, support with appeals, complaints and investigations
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.