



Job Description: External Quality Assurer

Freelance

Nationwide

Overview

Individuals in this role perform a vital function in ensuring every award made by TQUK is valid and reliable.

On a daily basis our External Quality Assurers will make judgements regarding the validity of evidence and ensure that our Centres meet TQUK requirements for Centre Approval to be maintained. They will provide advice and support to our centres about the processes and requirements for becoming, and staying, approved.

In particular, they will provide help and support relating to the expectations TQUK places on its centres in relation to Internal Quality Assurance processes, and help them to understand what to expect from the External Quality Assurance Process.

It is essential that our External Quality Assurers are confident handling a large case load with a keen eye for detail and ability to fairly and consistently apply rules.

Knowledge and experience of the internal and external quality assurance processes is essential for this role and for this reason we are looking for someone who holds both of these qualifications, or has extensive experience working in a role where they have experienced the processes.

Key responsibilities

- Provide advice and guidance on Quality Assurance activities to existing centres
- Ensure that Centres have met all TQUK requirements as described in the Centre Agreement and the Centre Handbook
- Complete External Assurance Activities including the sampling of portfolio's and Learner files for long and short courses.
- Complete Observations of relevant centre activities
- Audit the internal processes of TQUK's Centre's
- Complete investigations and additional centre activities as are required
- Ensure that up to date knowledge is maintained in areas of competence
- Attend standardisation and training meetings as required by the business
- Conduct Staff and Learner interviews as required.

Other responsibilities

- Maintain excellent working knowledge of TQUK products, processes and regulatory obligations
- Efficient and accurate use of the diary programme and office software including keeping accurate reports of all EQA activities
- Data and file management; inputting, filing, monitoring of data

Key requirements

- Hold one of the following qualifications or their recognised equivalent:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
 - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
 - V1 Conduct internal quality assurance of the assessment process
 - D34 Internally verify the assessment process
 - Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice
 - Level 4 Award in the External Quality Assurance of Assessment Processes and Practice

- Have excellent verbal and written communication skills
- Having recent, relevant experience of IQA or EQA processes
- Be organised and able to prioritise your workload
- Be dedicated to providing world class customer service
- Be able to think on your feet and respond to customer demands
- Be prepared to work in a regulated environment with a constant eye to maintaining and improving regulatory compliance
- Be comfortable working to deadlines, set standards and operating procedures

Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a “can do, will do” attitude
- Be well motivated, enthusiastic and able to work on your own initiative
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business