

# Information Pack

## Programme Approval Officer

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## **Open Awards**

### **Introduction**

Set up in 1981, Open Awards (formerly Open College Network North West Region) has been in business for over 37 years. We are a Company Limited by Guarantee and a registered charity.

Open Awards is based in Speke, Liverpool and currently employs 34 full-time and part-time staff and a number of external moderators who are currently contracted on an annual basis. The range of services we offer is extensive as we aim to deliver an effective and efficient service.

We welcome applications from all sectors and communities and are able to make specific arrangements and adjustments for candidates whose circumstances require this.

### **What We Do**

Open Awards is a partnership of many different organisations, including Further Education Colleges, Higher Education Institutions, Voluntary and Community Organisations, and Employers. We are an Awarding Organisation recognised and regulated by OfQual to develop and approve units and qualifications for inclusion in the register of regulated Qualifications. We are also recognised by the Quality Assurance Agency for Higher Education (QAA) as an Access Validating Agency (AVA) to develop and approve Diplomas leading to entry to Higher Education.

We work with education and training organisations to promote quality and access in education and training so that individual learners can obtain nationally recognised credit and qualifications for achievements.

Open Awards encourages the development of qualifications to meet the needs of adults under-represented in education and training. We work with schools, employers and training providers to develop alternative qualifications for learners. Each year thousands of learners use our credits to progress on to other courses and qualifications in Further and Higher Education, in the community and in the workplace.

### **Open Awards seeks to:**

- improve education and training opportunities for learners;
- ensure flexibility of learning opportunities;
- provide progression opportunities through credit accumulation and transfer arrangements; and
- provide and enhance equality of opportunity in all aspects of the learning environment.

**The vision, mission and values of Open Awards are:**

**Vision:** To change lives through learning.

**Mission Statement:** To support educational achievement for all learners.

**Values:**

- **Excellence**  
To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- **Respect**  
To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- **Innovation**  
To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- **Aspiration**  
We strive to be visionary and influential

**Open Awards Services**

Open Awards offers a high quality accreditation and certification service for education and training. We are committed to offering:

- Value for money, including reasonable recognition and certification charges and a not-for-profit ethos.
- Contact with knowledgeable and responsive staff, who have curriculum expertise and offer detailed professional support.
- Access to a network of education and training organisations.
- An efficient administrative and certification service, with clear service standards.
- A commitment to promoting wider access to learning, equality of opportunity and recognition of achievement.
- Access to a comprehensive range of services, support workshops and training.

In particular Open Awards offers access to:

- Full advice and support for Open Awards accreditation, units and qualifications.
- A bank of approved units of achievement and qualifications.
- Staff development activities and curriculum forums to support networking, good practice and collaboration, and a range of specific training activities.

## How to Apply

Candidates should complete the application form together with a supporting statement outlining how they meet the criteria for the post (max two sides A4).

Completed forms should be returned to:

Eve Burgess  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to:-  
[Eve.burgess@openawards.org.uk](mailto:Eve.burgess@openawards.org.uk)

The **closing date** for applications for the post is Wednesday 11<sup>th</sup> September 2019 at 5pm.

## **Open Awards**

### **JOB DESCRIPTION**

**TITLE OF POST:** Programme Approval Officer

**RESPONSIBLE TO:** Director of Corporate Services

**SALARY:** £26,141 subject to experience

**STATUS:** Full Time, Permanent

### **FUNCTION OF THE POST:**

- To coordinate the operations of the Open Awards qualifications and programmes in accordance with the Quality Assurance Agency (QAA) and OfQual regulatory requirements
- To develop and implement administrative processes to support the secure set up and registration of Open Awards qualifications, programmes and courses.
- To support and train centres and colleagues on the administrative processes to set up and deliver Open Awards qualifications, programmes and courses.

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **Operation of Open Awards programmes**

1. Support the development of Open Awards' qualifications, programmes and courses, including:
  - Advise providers on queries, including changes to existing courses and setting up new courses/programmes.
  - Ensure programmes, pathways, modules and units are kept up to date and accurate on the Open Awards database including the Access to HE national programme
  - Coordinate validation, revalidation and unit review activities and monitor required actions to ensure they are completed.
  - Ensure records relating to validation/validity activities are maintained e.g. panels minuted, evidence of validation recorded and database updated.
2. Ensure data relating to qualifications, programmes and courses is up to date and accurate on Open Awards, QAA and OfQual database, in liaison with the ICT and Development teams, including:
  - Checking database against programme submission documents to ensure accuracy
  - Undertaking regular monitoring and audit activities in relation to programme/course data
  - Provide data reports to the wider team to support business and regulatory activities

#### **Administrative processes**

3. Ensure the Open Awards programmes/courses are administered through efficient processes that comply with QAA/OfQual regulations

- Coordinate the development and reviews of processes to underpin the operationalisation of programme and course provision
  - Ensure processes map to OfQual's General Conditions of Recognition (GCRs) and QAA Licensing Criteria
  - Identify and action improvements to processes to support Open Awards operational and business priorities
  - Support providers and colleagues with the implementation of new or changes to processes
4. Advise on database development for programmes/courses and undertake system testing on any agreed changes in conjunction with ICT team.
  5. Work collaboratively with providers and Open Awards colleagues to address administration issues and ensure service standards are met
  6. Provide support to the wider team as required including administration and dealing with general enquiries
  7. Monitor processes and services against published service standards
  8. Manage the work of support staff as required to meet project objectives in accordance with the tasks set out in the job description
    - Set realistic targets and deadlines
    - Undertake appraisals and performance management
    - Motivate and get the best from the role

### **Training and Support**

9. Act as the first line of support for programme and course enquiries
10. Provide documentation and guidance on the administration processes for Open Awards programmes and courses

### **General Responsibilities**

11. Manage own performance to ensure service standards are met
12. Monitor receipt of programme and course documentation and promptly process documentation received
13. Maintain up to date records of activities in the Open Awards database in accordance with policies and procedures
14. Work with other members of the Open Awards team to coordinate activity
15. Travel to and work from any site that the duties of the job may require
16. Carry out any other duties as specified, from time to time by the Management Team
17. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken

18. It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Open Awards policies, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision and Values of Open Awards

## **Open Awards Mission, Vision and Values**

### **Our Vision is:**

To change lives through learning.

### **Our Mission Statement is:**

To support educational achievement for all learners.

### **Our Values are:**

- Excellence: To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- Respect: To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- Innovation: To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- Aspiration: We strive to be visionary and influential.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Job description reviewed – August 2019

