

Information Pack

EQA (Apprenticeships) Officer

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Introduction

Set up in 1981, Open Awards (formerly Open College Network North West Region) has been in business for over 35 years. We are a Company Limited by Guarantee and a registered charity.

Open Awards is based in Speke, Liverpool and currently employs 28 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. In addition, we have been successful in securing a contract to deliver external quality assurance of End-Point Assessment Organisations on behalf of the Institute for Apprenticeships and Technical 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:

Heather Akehurst
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to: heather.akehurst@openawards.org.uk

The **closing date** for applications for the post is 1st November 2019.

Open Awards

JOB DESCRIPTION

TITLE OF POST: **EQA Officer (Apprenticeships)**

RESPONSIBLE TO: **EQA Manager (Apprenticeships)**

STATUS: **Full Time, Permanent**

FUNCTION OF THE POST:

- To coordinate the operations of the Open Awards EQA Contract in accordance with the IFATE contractual requirements
- To develop and implement processes to support the EQA service provided by Open Awards
- To support the EQA Manager on the administrative and management processes for the Open Awards EQA contract

MAIN DUTIES AND RESPONSIBILITIES:

Operation of the EQA Contract

1. Support the development of Open Awards' EQA Contract, including:
 - Advise EPAOs on Apprenticeship Standard queries, including minor and major changes to existing Standards and Assessment Plans; and the development of revised Assessment Plans
 - Coordinate the operationalisation of EQA activity across the Standards
 - Coordinate EQA activity against an agreed plan with the IFATE and monitor required actions to ensure they are completed in line with Key Performance Indicators
 - Maintain accurate audit trails on appropriate databases.
 - Provide support to Lead Reviewers and other Open Awards EQA colleagues in the absence of the EQA Manager
2. Ensure data relating to EQA operations is up to date and accurate on Open Awards and the IFATE database, including:
 - Maintain list of current EPAO contacts, activity and information
 - Monitor EPA activity to inform planning
 - Undertake regular monitoring and audit activities in relation to EQA data
 - Provide data reports to the wider team to support business and contractual activities

Administrative processes

3. Ensure the Open Awards EQA activity is administered through efficient processes that comply with the IFATE requirements
 - Coordinate the development and reviews of processes to underpin the operationalisation of EQA provision

- Ensure KPIS are monitored and updated monthly for reporting to the management team
 - Identify and action improvements to processes to support Open Awards operational and business priorities
 - Support EPAOs and colleagues with the implementation of new or changes to processes
4. Advise on database development for EQA activity and undertake system testing on any agreed changes
 5. Work collaboratively with EPAOs and Open Awards colleagues to address administration issues and ensure service standards are met
 6. Provide clerical support to the EQA and wider team as required including administration and dealing with general enquiries
 7. Monitor processes and services against published service standards

Training and Support

8. Act as the first line of support for Lead Reviewer enquiries
9. Provide documentation and guidance on the administration processes for Open Awards EQA activity
10. Deliver training on Open Awards EQA administrative processes to EPAOs and colleagues
11. Support the coordination of EQA (Apprenticeship) events, webinars and workshops with Lead Reviewers and Development and Marketing team
12. Support the development of EQA related marketing and promotional materials in liaison with the Development and Marketing Officers such as case studies and news articles

General Responsibilities

13. Manage own performance to ensure service standards are met
14. Monitor receipt of EQA information and promptly process documentation received
15. Support the customer service team with EQA (Apprenticeship) related queries in coordination with the EQA Manager and Customer Relations Manager
16. Maintain up to date records of activities in the relevant database in accordance with policies and procedures
17. Work with other members of the Open Awards team to coordinate activity
18. Travel to and work from any site that the duties of the job may require
19. Carry out any other duties as specified, from time to time by the Management Team
20. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken

21. 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 issued – September 2019

Person Specification

Criteria	Knowledge and Skills	Essential/ Desirable Criteria
Qualifications and Training	1. Level 3 qualification or above 2. Business Administration qualification	Essential Desirable
Experience	3. Experience of delivery or administration of an Apprenticeship programme 4. Experience of developing administrative policies and procedures 5. Experience of using and interrogating databases 6. Experience of developing and maintaining customer relationships	Desirable Essential Essential Essential
Skills/Abilities	7. Ability to build strong relationships with EPAOs and colleagues 8. Ability to develop and implement processes that meet contractual requirements 9. Ability to discuss and make clear systems and processes to EPAOs 10. Strong organisational skills 11. Ability to represent Open Awards in discussions with EPAOs and other stakeholders 12. Strong verbal and written communication skills 13. Be self-motivated and use own initiative to meet agreed targets 14. Ability to organise work on multiple accounts/tasks at once 15. Ability to work as part of a team 16. Ability to identify and solve problems and suggest solutions 17. Keen eye for detail 18. Be ICT literate using Microsoft Office and Outlook in a range purposes	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	19. A commitment to Equality & Diversity 20. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards 21. Commitment to customer service	Essential Essential Essential
Other	22. Be adaptable, flexible and open to change. 23. Flexible approach to travel at short notice and overnight stays. 24. Willingness to undertake staff development activities. 25. Resilient	Essential Desirable Essential Essential