

# Information Pack

## Lead Quality Reviewer

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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 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:

Richard Spencer  
Open Awards  
Estuary Commerce Park,  
17 De Havilland Drive  
Speke  
Liverpool

Email application to: [richard.spencer@openawards.org.uk](mailto:richard.spencer@openawards.org.uk)

The **closing date** for applications for the post is 1<sup>st</sup> November 2019.

## Open Awards

### JOB DESCRIPTION

**TITLE OF POST:** Lead Quality Reviewer

**RESPONSIBLE TO:** Head of Quality and Standards

**STATUS:** Part Time (0.6 FTE)  
Permanent

#### FUNCTIONS OF THE POST:

- To oversee the quality assurance of delivery of Open Awards qualifications and units at a defined caseload of approved centres
- To review centres (either by visit or remotely) for the purpose of:
  - Centre compliance monitoring and development
  - Externally verifying and quality assuring centres' assessed and internally verified learners' work, in accordance with Open Awards agreed criteria, procedures and guidelines
- To support centres in developing and maintaining quality assurance processes and systems from Entry Level to Level 5
- To report on the effectiveness of centre quality assurance processes and systems
- To conduct regional/national standardisation events.
- To facilitate centre support training
- To provide specialist support to other Lead Quality Reviewers in one area of quality assurance – as agreed with the Head of Quality and Standards
- To mentor and support External Quality Assurers and AIVs verifying courses and qualifications within the Lead Quality Reviewer's defined caseload

#### MAIN DUTIES AND RESPONSIBILITIES:

1. Conduct quality assurance activities with newly approved centres to ensure centres are supported and advised on Open Awards quality assurance requirements.
2. Monitor compliance and review quality assurance arrangements for a defined caseload using Open Awards' predefined quality objectives, measures and requirements.
3. Externally verify and quality assure learner achievement on Open Awards courses/qualifications, within an allocated caseload.

4. Confirm the award of credit (by means of centre visit and/or postal verification) within an allocated caseload against Open Awards predefined quality objectives, measures and requirements.
5. Sample centres' assessment, monitoring and tracking procedures to ensure that decisions are sound, robust and in line with Open Awards requirements.
6. Confirm/verify learner achievement in line with Open Awards requirements.
7. Identify and set quality improvement actions and recommendations to help centres to improve internal quality assurance.
8. Support centres to achieve identified and agreed actions.
9. Produce a qualitative report and quality improvement action plan following each visit quality review.
10. Complete Open Awards standard documents within agreed service level standards, making recommendations on Centres compliance within the terms and conditions of centre recognition.
11. Organise and conduct standardisation events and contribute to standardisation events as required.
12. Act as a subject specialist in in one agreed area of quality assurance.
13. Work with the Head of Quality and Standards to keep under review all Open Awards' quality assurance paperwork, policies, systems and processes to promote best practice.
14. Create and deliver centre support training.
15. Represent Open Awards at quality assurance events locally, regionally and nationally when requested.
16. Work collaboratively with other Open Awards staff as part of a customer service team for a centre.
17. Follow Open Awards procedures accurately and reliably.
18. Attend Lead Quality Reviewer training events and other meetings as required.
19. Represent and promote Open Awards.
20. Present a professional approach.

### **General Responsibilities**

21. Maintain up to date records of activities in Quartz database in accordance with policies and procedures
22. Travel to and work from any site that the duties of the job may require
- 23.** Carry out any other duties as specified, from time to time by the Management Team.
- 24.** To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
25. 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
26. The post holder will work from home and will travel to Open Awards offices and centres within their allocated caseload as required.

## **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.

## Person Specification

### Post Title: Lead Quality Reviewer

| Criteria                           | Knowledge and Skills   | Essential /desirable criteria   |
|------------------------------------|--|---|
| <b>Qualifications and Training</b> | <ol style="list-style-type: none"> <li>1. Hold a recognised Teaching qualification/QTS/QTLLS.</li> <li>2. External Quality Assurance qualification.</li> </ol>   | Desirable<br>Essential  |
| <b>Experience</b>                  | <ol style="list-style-type: none"> <li>3. Experience of quality assurance operations within an institution.</li> <li>4. Have current/recent experience of delivering and assessing vocational qualifications and/or hold D32/D33/A1 or equivalent.</li> <li>5. Experience of Internal Verification (or previous experience as an External Verifier/External Quality Assurer) and/or hold D34/V1, D35/V2 or equivalent awards.</li> <li>6. A clear understanding of the education landscape and regulatory requirements for qualifications.</li> <li>7. Have current knowledge of the qualification type(s) and assessment methods.</li> <li>8. Experience of delivering training.</li> </ol>   | Essential<br><br>Essential<br><br>Essential<br><br>Essential<br><br>Essential<br><br>Desirable  |
| <b>Skills/Abilities</b>            | <ol style="list-style-type: none"> <li>9. Excellent Communication skills – written, verbal and interpersonal skills.</li> <li>10. Evidence of Continuing Professional Development (CPD) and commitment to on-going CPD.</li> <li>11. Be ICT literate using Microsoft Office, Email and Adobe Acrobat reader (plus experience of using MIS, LMS and CRM systems an advantage).</li> <li>12. Be able to identify and solve problems.</li> <li>13. Be able to work to tight/fixed timescales.</li> <li>14. Be open, flexible and able to adapt to and cope with change in line with Open Awards and/or regulatory requirements.</li> <li>15. Be able to provide and receive constructive criticism.</li> <li>16. Ability to understand implications of decisions taken on Open Awards' behalf.</li> <li>17. Ability to manage own workloads.</li> <li>18. Able to work using own initiative.</li> <li>19. Ability to work as part of a team.</li> </ol> | Essential<br><br>Desirable<br><br>Essential<br><br>Essential<br>Essential<br>Essential<br><br>Essential<br>Essential<br><br>Essential<br>Essential<br>Essential |
| <b>Commitment</b>                  | <ol style="list-style-type: none"> <li>20. A commitment to Equality &amp; Diversity.</li> </ol>  | Essential   |



|              |  |  |
|--------------|--|--|
|              | <p>21. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards.</p> <p>22. Commitment to customer service.</p> <p>23. Willing to undertake staff development activities.</p> <p>24. Be adaptable, flexible and open to change.</p>  | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>  |
| <b>Other</b> | <p><b>25.</b> Willingness and ability to travel nationally to meet the needs of the role.</p> <p><b>26.</b> Must be prepared to <b>undertake</b> occasional <b>overnight stays</b> to meet the needs of the role.</p> <p>27. Confident professional person.</p> <p><b>28.</b> Suitable internet connection.</p> <p><b>29.</b> Declare any conflicts of interest that could impact on the role.</p> <p><b>30.</b> Full Driving Licence</p> <p>31. Subject to Standard Disclosure.</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> |