

# Information Pack

## External Quality Assurance Manager (Apprenticeships)

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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:

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

Email application to: [heather.akehurst@openawards.org.uk](mailto:heather.akehurst@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:** External Quality Assurance Manager (Apprenticeships)  
**RESPONSIBLE TO:** Head of Quality and Standards  
**STATUS:** Full time Permanent

#### **FUNCTIONS OF THE POST:**

- To manage the operation and delivery of the Open Awards EQA contract for Apprenticeships End Point Assessments with the Institute for Apprenticeships and Technical Education (IFATE)
- To manage the Open Awards EQA team
- To promote Open Awards as the EQA provider of choice

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

##### **Operation of the Service**

1. Act as the operational manager for the EQA service to ensure that End Point Assessments are valid and prepare apprentices for further employment.
2. Develop and maintain clear and transparent project plans for the EQA service.
3. Set SMART targets and milestones to ensure the timely delivery of actions and reports in accordance with project plans.
4. Submit high quality reports to IFATE and Open Awards management team in a timely manner.
5. Oversee the development of Open Awards resource materials, including website content, to assist End Point Assessment Organisations (EPAOs) to develop best practice.
6. Plan and deliver a programme of EPAO events to encourage standardisation and disseminate best practice.
7. Provide guidance and constructive support for EPAOs in order to share best practise and lessons learnt.
8. Advise IFATE on proposed changes to assessment plans and support EPAOs to implement such changes.
9. Build and maintain relationships with key contacts in IFATE, EPAOs and other EQA providers as required to ensure consistency.

##### **Managing the EQA team**

10. Manage the work of the EQA (Apprenticeship) team in accordance with the tasks set out in their job descriptions.
  - a. Set, manage and oversee progress towards targets
  - b. Undertake appraisals and performance management
  - c. Motivate and get the best from their roles

11. Deliver internal training and standardisation events to ensure consistency of approach to meeting IFATE requirements.
12. Oversee the development of, and adherence to, internal processes for all aspects of the EQA service.

### **General Responsibilities**

13. Maintain up to date records of activities in database in accordance with policies and procedures
14. Work with other members of the Open Awards team to co-ordinate activity.
15. Travel to and work from any site that the duties of the job may reasonably require.
16. Carry out any other reasonable duties as specified, from time to time by the Management Team.
17. To 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.

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- **Aspiration**

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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 produced – October 2019

