

Information Pack

Quality and Standards Advisor

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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 40 years. We are a Company Limited by Guarantee and a registered charity.

Open Awards is based in Speke, Liverpool and currently employs 40 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:

Clare Graves
Quality Assurance Manager
Open Awards
Estuary Commerce Park,
17 De Havilland Drive
Speke
Liverpool

Email application to:-
clare.graves@openawards.org.uk

The **closing date** for applications for the post is **5pm on Monday 3rd May 2021**.

Interviews will take place remotely via video call in the week commencing Monday 10th May 2021.

JOB DESCRIPTION

TITLE OF POST: Quality and Standards Advisor

RESPONSIBLE TO: Quality Assurance Manager

SALARY: £31,607 per annum

STATUS: Full Time
Permanent

FUNCTIONS OF THE POST:

- To work in partnership with a defined caseload of centres/ employers to improve the delivery, assessment and quality assurance of Open Awards qualifications and units.
- Manage and help mitigate risks associated with the delivery, assessment and quality assurance at a defined caseload of centres/employers.
- To ensure that a defined caseload of centres/ employers remain compliant with Open Awards' and regulatory criteria, procedures and guidelines.
- To actively contribute to Open Awards' ongoing compliance with the requirements of regulators and funders (including Ofqual, QAA, ESFA and IfATE).

MAIN DUTIES AND RESPONSIBILITIES:

Improvement of centre/ employer practices

1. Provide centres/employers with clear advice and guidance on delivery, assessment and quality assurance as required for:
 - Access to HE Diplomas
 - Functional Skills Qualifications
 - End Point Assessments
 - Other Ofqual regulated qualifications
2. Actively engage with newly approved organisations to ensure they are supported and advised on delivery, assessment and quality assurance requirements from the outset.
3. Maintain a comprehensive understanding of Open Awards qualification requirements, standards and assessments.
4. Report on all interactions with centres/ employers using standard Open Awards reporting mechanisms.
5. In conjunction with colleagues, develop and facilitate centre/employer training and standardisation events on aspects of delivery, assessment and quality assurance as required.

Risk mitigation

6. Work in partnership with a defined caseload of centres to help identify and mitigate risks associated with delivery, assessment and quality assurance.
7. Investigate errors and incidents reported at a defined caseload of centres, taking lead responsibility for setting mitigations, communicating outcomes with colleagues and the centre and amending risk ratings accordingly.
8. Set SMART quality improvement actions within agreed service standards, monitor and support centres/employers to achieve them in a timely manner.
9. Ensure that high risk centres follow clear action plans to reduce risks in a timely manner, escalating non-compliance to the Quality Assurance Manager.

Centre compliance

10. Undertake external quality assurance activities in line with Open Awards external quality assurance and assessment strategies.
11. Follow agreed processes, externally quality assure learners' work for a defined caseload to ensure that decisions are sound, robust and in line with Open Awards' and regulatory requirements.
12. Liaise with External Quality Assurers, Access to HE Pathway Moderators (and other colleagues as required) on an ongoing basis to ensure their awareness of risks, issues and mitigations in place for individual centres.
13. Conduct annual compliance reviews for a defined caseload of centres to ensure that delivery, assessment and quality assurance policies and practices are compliant with Open Awards and regulatory requirements.
14. Conduct end point assessment of apprenticeships as required for specific standards.

Organisational compliance

15. Report on findings of all quality assurance and compliance activities using template documents made available to colleagues and visible to centre contacts as required via the Open Awards Quartz database.
16. Use findings from interactions with organisations to make recommendations for continuous improvements to qualification content, assessment arrangements and internal processes via established feedback mechanisms.
17. Maintain an understanding of regulatory requirements and their application in day to day activities.
18. To support the Head of Quality and Standards in ensuring ongoing compliance with regulators' requirements including taking lead responsibility for specific initiatives as necessary.
19. To support colleagues to ensure that Open Awards' quality assurance paperwork, policies, systems and processes promote best practice.

- 20.** Act as a subject specialist providing support to colleagues as appropriate one of the following qualification types:
- Access to HE Diplomas
 - Functional Skills Qualifications
 - Work-based learning including End Point Assessments

General Responsibilities

- 21.** Work collaboratively with other Open Awards staff and teams, organising and attending organisation case conferences as necessary.
- 22.** Follow Open Awards procedures accurately and reliably.
- 23.** Represent and promote Open Awards.
- 24.** Present a professional approach.
- 25.** Maintain up to date accurate and detailed records of activities in Quartz database in accordance with policies and procedures
- 26.** Travel to and work from any site that the duties of the job may require
- 27.** Carry out any other duties as specified, from time to time by the Management Team.
- 28.** To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken.
- 29.** 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
- 30.** The post holder will work from home and will travel to Open Awards offices and centres within their allocated caseload as required.

Person Specification

Post Title: Quality and Standards Advisor

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	1. Minimum Level 4 qualification 2. Assessor qualification D32/D33/A1 or equivalent. 3. Quality assurance qualification D34/V1, D35/V2 or equivalent 4. Recognised teaching qualification/QTS/QTLLS.	Essential Desirable Desirable Desirable
Experience	5. Experience of quality assurance operations within learning and training setting. 6. Have current/recent experience of delivering and assessing vocational qualifications and/or apprenticeships 7. Experience of Internal Verification (or previous experience as an External Verifier/External Quality Assurer) 8. A clear understanding of the education landscape and regulatory requirements for qualifications and/or apprenticeships 9. Have current knowledge of the qualification type(s) and assessment methods. 10. Experience of delivering training and standardisation.	Essential Essential Essential Essential Desirable
Skills/Abilities	11. Excellent Communication skills – written, verbal and interpersonal skills. 12. Evidence of Continuing Professional Development (CPD) and commitment to on-going CPD. 13. Be ICT literate using Microsoft Office, Email and Adobe Acrobat reader (plus experience of using MIS, LMS and CRM systems an advantage). 14. Be able to identify and solve problems. 15. Be able to work to tight/fixed timescales. 16. Be open, flexible and able to adapt to and cope with change in line with Open Awards and/or regulatory requirements. 17. Be able to provide and receive constructive criticism. 18. Ability to understand implications of decisions taken on Open Awards' behalf. 19. Ability to manage own workloads to meet deadlines. 20. Able to work using own initiative. 21. Ability to work as part of a team.	Essential Essential Essential Essential Essential Essential Essential Essential Essential
Commitment	22. A commitment to Equality & Diversity. 23. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards. 24. Commitment to customer service. 25. Willing to undertake staff development activities. 26. Be adaptable, flexible and open to change.	Essential Essential Essential Essential Essential
Other	27. Willingness and ability to travel nationally to meet the needs of the role.	Essential

	28. Must be prepared to undertake occasional overnight stays to meet the needs of the role.	Essential
	29. Confident professional person.	Essential
	30. Suitable and reliable internet connection.	Essential
	31. Declare any conflicts of interest that could impact on the role.	Essential
	32. Full Driving License.	Desirable
	33. Subject to Standard Disclosure.	Essential