

Job Vacancy Information Pack

Quality and Standards Advisor

Thank you for your interest in working at Open Awards. This pack should give you everything you need to know to apply for this role and what it means to work at Open Awards.

In this pack, you will find:

Our Values

Information about Open Awards

How to Apply

Job Description

Person Specification

If you would like an informal chat about this vacancy, you can contact Clare Graves, Quality Assurance Manager on clare.graves@openawards.org.uk.

OPEN AWARDS

Our Mission, Visions and Values

VISION

To Change Lives
Through Learning



MISSION

To Support
Educational
Achievement
For All

VALUES

Excellence
Innovation
Respect
Aspiration



At Open Awards, our **learners' aspirations** are at the heart of what we do.

As a not-for-profit organisation and a registered charity, we are all passionate about our organisation's mission to **change lives through learning**.

This manifests in our flexibility and creativity when it comes to working with our providers and learners. We know our providers want to support their learners to **achieve the very best outcomes** and, as a small team, we pride ourselves on having the **flexibility, knowledge** and **passion** to react quickly and intelligently to individual **learners' and employers' needs**.

Open Awards seeks to:

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

Who are Open Awards?

We are an Awarding Organisation approved by Ofqual and an Access Validating Agency approved by the Quality Assurance Agency for Higher Education (QAA). We provide Ofqual regulated qualifications and units across a range of sectors, QAA Access to Higher Education Diplomas and also offer bespoke quality endorsed units and flexible learning solutions. We also support the delivery of traineeships, apprenticeships and supported internships and are an end-point assessment organisation approved by Education and Skills Funding Agency (ESFA). Our qualifications and units are used across a range of education settings including Further Education, schools, sixth-form colleges, prisons, private training providers and third sector organisations.

To explore what we offer further, watch our short video below.



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.

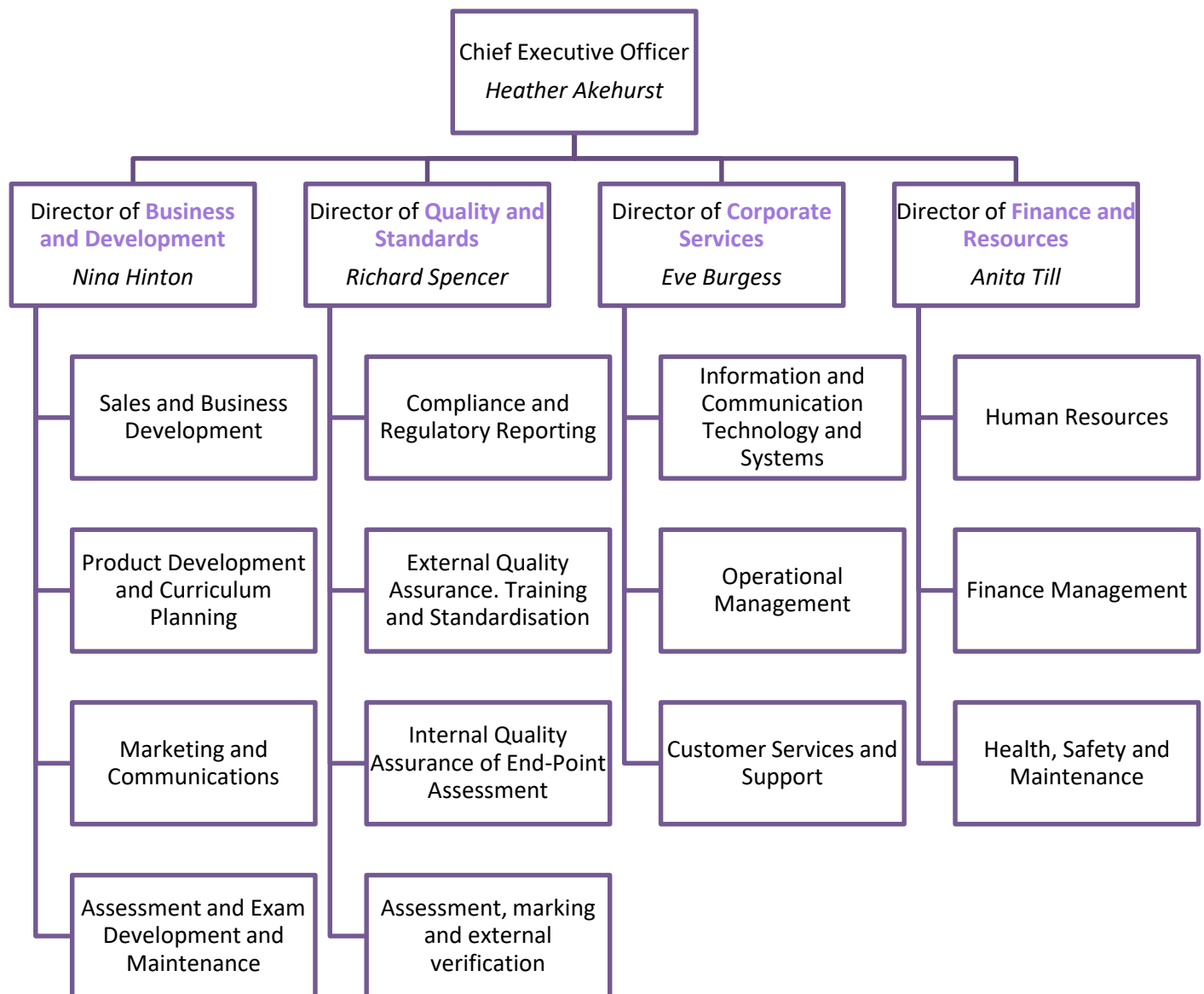
In particular Open Awards offers access to:

- 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.

Meet the Team

The role you are applying for is based within the Quality and Standards team.

We are a small organisation and encourage all teams to work together across the wider structure. As such you will be working, on a daily basis, with a wide range of colleagues across the team structure.



How to Apply

To apply for this role, please complete the [application form](#) together with a supporting statement outlining how you meet the criteria for the post (max two sides A4).

Completed forms should be returned to:

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

Clare Graves
Quality Assurance Manager
Open Awards
Estuary Commerce Park, 17 De Havilland Drive, Speke, Liverpool, L24 8RN

The **closing date** for applications for the post is **Monday 21st March 2022**.

Interviews to be held week commencing 28th March 2022.

Equality and Diversity

Open Awards is committed to making the recruitment process as fair as it can be. We want our workforce to reflect the diverse customer and learner base we support and we continue to work to create an inclusive culture where everyone is valued for who they are and the contribution they make to our mission and vision.

Our recruitment, selection, and assessment process is based entirely on skills and competencies of the specific roles. We judge the application, not the person.

We are a disability confident employer; if you have a disability and your application meets the minimum criteria for the post, we guarantee you will be interviewed.



Open Awards

JOB DESCRIPTION

TITLE OF POST: **Quality and Standards Advisor**

RESPONSIBLE TO: **Quality Assurance Manager**

SALARY: **£32,239 per annum**

STATUS: **Full Time, Permanent**

FUNCTIONS OF THE POST:

- To work in partnership with a defined caseload of providers/ 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 providers/employers.
- To ensure that a defined caseload of providers/ 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 provider/ employer practices

1. Provide providers/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 providers/ employers using standard Open Awards reporting mechanisms.
5. In conjunction with colleagues, develop and facilitate provider/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 providers to help identify and mitigate risks associated with delivery, assessment and quality assurance.
7. Investigate errors and incidents reported at a defined caseload of providers, taking lead responsibility for setting mitigations, communicating outcomes with colleagues and the provider and amending risk ratings accordingly.
8. Set SMART quality improvement actions within agreed service standards, monitor and support providers/employers to achieve them in a timely manner.
9. Ensure that high risk providers follow clear action plans to reduce risks in a timely manner, escalating non-compliance to the Quality Assurance Manager.

Provider 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 Subject Specialist Moderators (and other colleagues as required) on an ongoing basis to ensure their awareness of risks, issues and mitigations in place for individual providers.
13. Conduct annual compliance reviews for a defined caseload of providers 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 provider 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 Director 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 for Access to HE Diplomas

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 providers 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, providers 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, providers 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 November 2021

Person Specification

Post Title: Quality and Standards Advisor

Criteria	Knowledge and Skills	Essential/ desirable criteria
Qualifications and Training	<ol style="list-style-type: none"> 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. 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Experience	<ol style="list-style-type: none"> 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. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
Skills/Abilities	<ol style="list-style-type: none"> 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. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Commitment	<ol style="list-style-type: none"> 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. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Other	<ol style="list-style-type: none"> 27. Willingness and ability to travel nationally to meet the needs of the role. 	<p>Essential</p>

	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