

# Job Vacancy Information Pack

## External Quality Assurer (Functional Skills)

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](mailto: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.

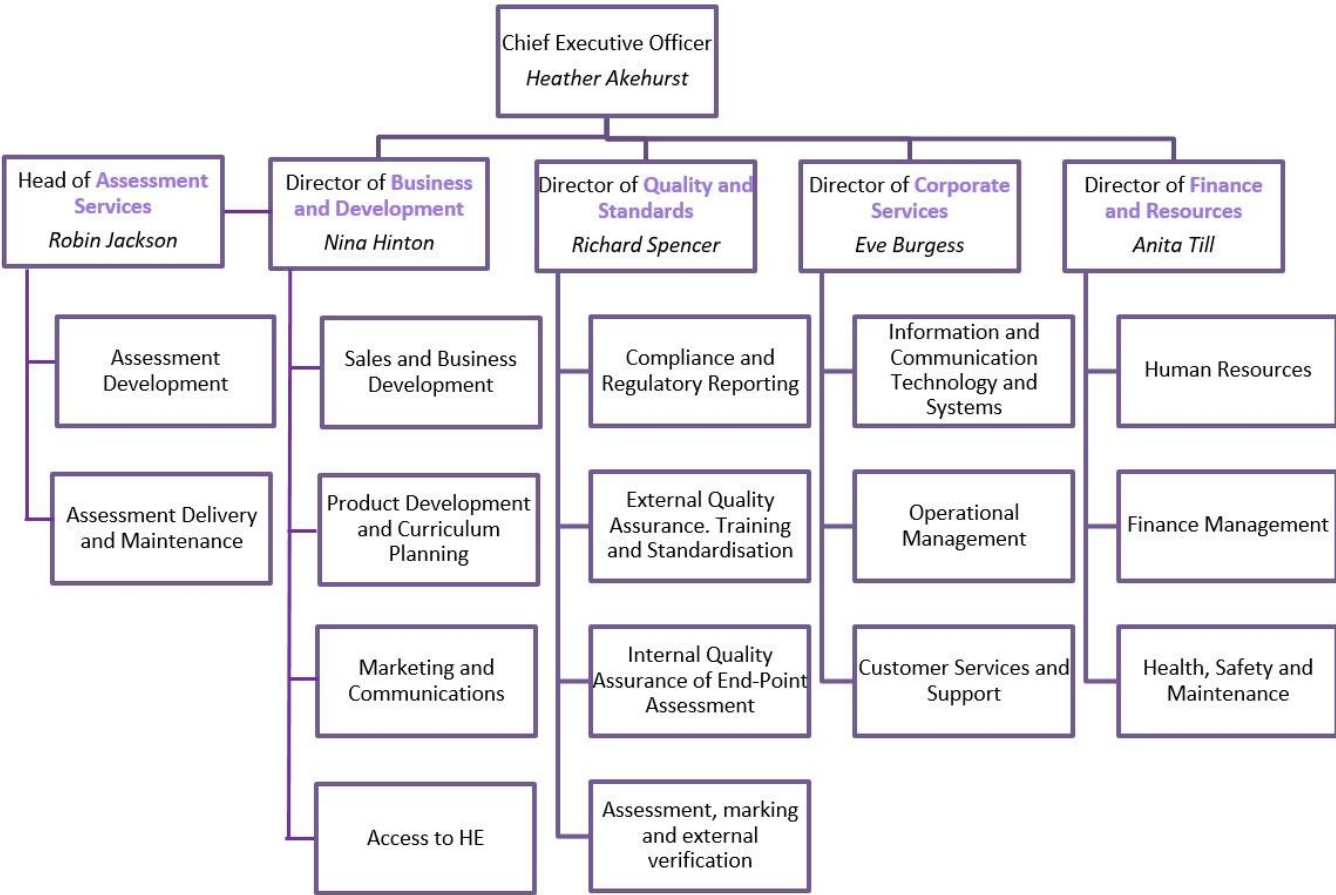
In particular Open Awards offers access to:

- 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.

# Meeting 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:

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

Email application to:

[clare.graves@openawards.org.uk](mailto:clare.graves@openawards.org.uk)

The **closing date** for applications for the post is Monday 9<sup>th</sup> May.

## 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.



## Job Description

**TITLE OF POST:** External Quality Assurer (Functional Skills)

**RESPONSIBLE TO:** Quality Assurance Manager

**SALARY:** Up to £30,000 (subject to experience)

**STATUS:** Full-Time, Permanent

Due to continued growth across Open Awards Functional Skills qualifications, we are looking to recruit a new role to support our quality and standards team with external quality assurance of these qualifications.

The successful applicant will externally quality assure Reading and Writing assessments at Entry Levels 1-3, and Speaking, Listening and Communicating from Entry Level 1 to Level 2.

### MAIN DUTIES AND RESPONSIBILITIES:

1. To carry out qualification approval reviews to make sure that all appropriate systems and procedures meet Open Awards' requirements
2. To complete external quality assurance and compliance checks at providers
3. To sample providers' assessment, grading, internal quality assurance and monitoring procedures to confirm results
4. To provide providers with up-to-date information, support and advice during and in between quality assurance activities as required
5. To provide feedback and advice to providers where criteria are not currently met and where the provider may wish to make further developments in their quality systems and procedures, including setting required actions
6. To complete and submit External Quality Assurance Activity Reports via online systems within the required timescales
7. To agree any provider improvement actions and to monitor their completion against agreed timescales
8. To work with the Quality and Standards Advisor(s) to coordinate external quality assurance activity across Open Awards' products and services
9. To attend training and standardisation events as required
10. To identify evidence to be utilised for standardisation and training activities. ensuring all appropriate permissions are in place for data protection purposes
11. To action any provider submissions via online systems (e.g., certificate claims, results, grades) within the required timescales
12. To organise and deliver training and standardisation events (internal and external) as and when required

## **General Responsibilities**

1. Provide excellent customer service internally and externally
2. Maintain up to date records of activities in Quartz database and XAMS assessment platform in accordance with policies and procedures
3. Maintain an up to date knowledge of qualification funding systems and frameworks
4. Work with other members of the Open Awards Team to coordinate activities
5. Travel to and work from any site that the duties of the job may require
6. Carry out any other duties as specified from time to time by the Management Team
7. To support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
8. 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, and Open Awards Health and Safety policy

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 – March 2022



## Person Specification

Criteria	Knowledge and Skills	Essential/ desirable criteria
<b>Qualifications and Training</b>	<ol style="list-style-type: none"> <li>1. Hold or working towards recognised qualification(s) in assessment and internal quality assurance (D32/D33/A1 or equivalent)</li> <li>2. Hold or working towards recognised qualification(s) in external quality assurance (D34/V1, D35/V2 or equivalent)</li> <li>3. A qualification at least one level above for the subject(s)</li> </ol>	<p>Essential</p> <p>Desirable</p> <p>Essential</p>
<b>Experience</b>	<ol style="list-style-type: none"> <li>4. Experience of quality assurance operations within a learning and training setting</li> <li>5. Current/recent experience of delivering and assessing vocational qualifications and/or apprenticeships</li> <li>6. Experience of Internal or External Verification (or previous experience as an Internal/External Quality Assurer)</li> <li>7. A clear understanding of the education landscape and regulatory requirements for qualifications and/or apprenticeships</li> <li>8. Current knowledge of the qualification type(s) and assessment methods</li> <li>9. Experience of delivering training and standardisation</li> </ol>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<b>Skills/Abilities</b>	<ol style="list-style-type: none"> <li>10. Excellent Communication skills – written, verbal and interpersonal skills</li> <li>11. Evidence of Continuing Professional Development (CPD) and commitment to on-going CPD</li> <li>12. ICT literate using Microsoft Office, Email and Adobe Acrobat reader (plus experience of using MIS, LMS and CRM systems an advantage)</li> <li>13. Able to identify and solve problems</li> <li>14. Able to work to tight/fixed timescales</li> <li>15. Open, flexible and able to adapt to and cope with change in line with Open Awards and/or regulatory requirements</li> <li>16. Able to provide and receive constructive criticism</li> <li>17. Ability to understand implications of decisions taken on Open Awards' behalf</li> <li>18. Ability to manage own workloads to meet deadlines</li> <li>19. Able to work using own initiative</li> <li>20. Ability to work as part of a team</li> </ol>	<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>
<b>Commitment</b>	<ol style="list-style-type: none"> <li>21. Commitment to Equality &amp; Diversity</li> <li>22. Understanding of and a personal commitment to the Mission, Vision and Values of Open Awards</li> <li>23. Commitment to customer service</li> </ol>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Other</b>	<ol style="list-style-type: none"> <li>24. Flexible approach to travel at short notice and overnight stays</li> <li>25. Willingness to undertake staff development activities</li> <li>26. Confident professional person</li> </ol>	<p>Essential</p> <p>Essential</p> <p>Essential</p>