



# Quality and Standards Advisor

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## Introduction

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
- How to Apply
- Information about Open Awards
- Job Description
- Person Specification

If you would like an informal conversation about this vacancy, you can contact Andrew Bardsley, Head of Quality and Standards on [andrew.bardsley@openawards.org.uk](mailto:andrew.bardsley@openawards.org.uk) or Richard Spencer, Director of Quality and Data on [richard.spencer@openawards.org.uk](mailto:richard.spencer@openawards.org.uk).

## 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:

Andrew Bardsley  
Open Awards  
Estuary Commerce Park  
17 De Havilland Drive  
Speke, Liverpool,

Email application to:  
[andrew.bardsley@openawards.org.uk](mailto:andrew.bardsley@openawards.org.uk)

The **closing date** for applications for the post is 17:00 on Monday 16<sup>th</sup> March 2026.

## Mission, Vision and Values



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 passionate about our 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. Open Awards is also a regulated End-point Assessment Organisation for a wide range of apprenticeship Standards.

Our qualifications, units, and online courses are used across a range of education settings including Further Education Colleges, schools, sixth-form colleges, prisons, private training providers and third sector organisations.

## 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.

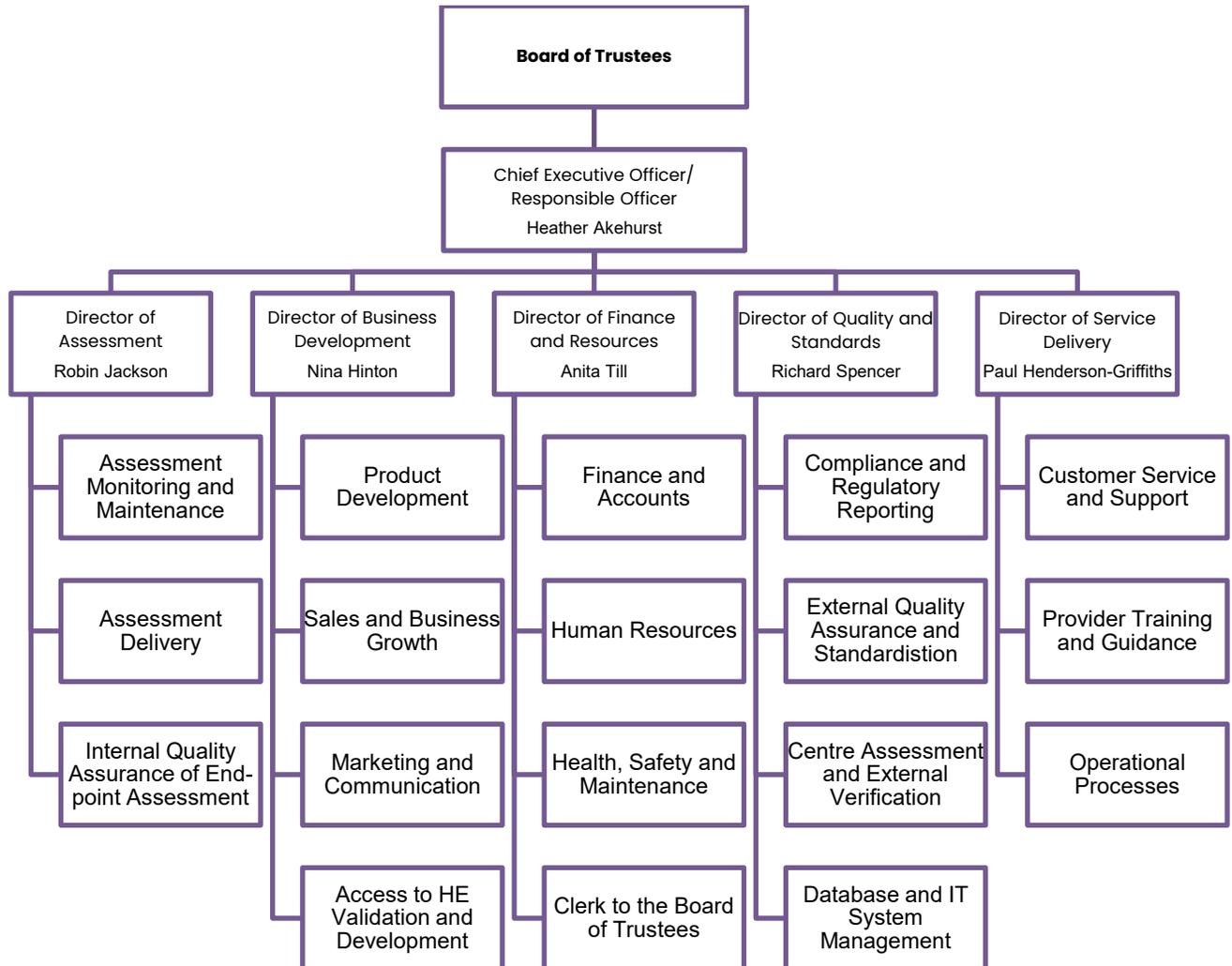
In particular Open Awards offers access to:

- 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 Business Development 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.



## 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.

Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, training, promotion and redeployment are based solely on objective, non-discriminatory criteria. In accordance with current legislation and codes of practice we aim to ensure that no councillor, employee or prospective employee will be treated unfavourably on the grounds of marital status, gender, age, disability, sexual orientation, race, nationality, ethnic or national origins, trade union membership or activity, political or religious belief and unrelated criminal conviction.

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.



## Safeguarding Statement

Open Awards is committed to our responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, independent workers, and volunteers to share this commitment.

We are committed to recruiting candidates who share this commitment to safeguarding, and therefore we apply robust recruitment and selection procedures to ensure that the people selected are right for the job, and that all candidates are appropriately screened prior to appointment.

The following pre-employment checks will be undertaken as applicable to the role:

- References
- DBS check
- Barred list check
- Section 128 check
- Overseas criminal records check
- Identity check
- Right to work in the UK
- Evidence of qualifications applicable to the role

You will need to provide details of referees including your current and previous employers, covering the last 5 years. These will not be contacted prior to interview.

All job offers will be subject to the satisfactory completion of pre-employment checks.

Please note that providing false information is an offence and could result in your application being rejected or your dismissal from employment if you are appointed. The matter may also be referred to the police.

## Job Description

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

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

**STATUS:** Full Time, Permanent

**SALARY:** £36,668.00

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

- To work in partnership with a defined caseload of providers 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.
- To ensure that a defined caseload of providers 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, QW, QAA, GPhC).

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

#### **Improvement of provider practices**

1. Provide providers with clear advice and guidance on delivery, assessment and quality assurance as required for:
  - Access to HE Diplomas
  - Functional Skills Qualifications
  - Apprenticeship Assessments
  - Other Ofqual/QW-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 using standard Open Awards reporting mechanisms.
5. In conjunction with colleagues, develop and facilitate provider 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 progress and support providers 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 Head of Quality and Standards.

## **Provider compliance**

10. Undertake external quality assurance activities in line with Open Awards external quality assurance and assessment strategies.
11. Following 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 make sure they are aware of risks, issues, actions 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 apprenticeship assessments 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 and/or Functional Skills Qualifications.

### **General Responsibilities**

21. Work collaboratively with other Open Awards staff and teams, organising and attending 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.

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

Criteria	Knowledge and Skills	Essential/ Desirable Criteria
<b>Qualifications and Training</b>	<ol style="list-style-type: none"> <li>1. Minimum Level 4 qualification</li> <li>2. Assessor qualification D32/D33/A1 or equivalent.</li> <li>3. Quality assurance qualification D34/V1, D35/V2 or equivalent</li> <li>4. Recognised teaching qualification/QTS/QTLLS.</li> </ol>	<p>Essential Desirable Essential</p> <p>Desirable</p>
<b>Experience</b>	<ol style="list-style-type: none"> <li>5. Experience of quality assurance operations within learning and training setting.</li> <li>6. Have current/recent experience of delivering and assessing vocational qualifications and/or apprenticeships</li> <li>7. Experience of Internal Quality Assurance (or previous experience as an External Quality Assurer)</li> <li>8. A clear understanding of the education landscape and regulatory requirements for qualifications and apprenticeships</li> <li>9. Have current knowledge of the qualification type(s) and assessment methods.</li> <li>10. Experience of delivering training and standardisation.</li> </ol>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Skills/Abilities</b>	<ol style="list-style-type: none"> <li>11. Excellent Communication skills – written, verbal and interpersonal skills.</li> <li>12. Evidence of Continuing Professional Development (CPD) and commitment to on-going CPD.</li> <li>13. Be IT literate using Microsoft Office, Email and Adobe Acrobat Reader (plus experience of using MIS, LMS and CRM systems an advantage).</li> <li>14. Able to identify and solve problems.</li> <li>15. Able to work to tight/fixed timescales.</li> <li>16. Be open, flexible and able to adapt to and cope with change in line with Open Awards and/or regulatory requirements.</li> <li>17. Able to provide and receive constructive criticism.</li> <li>18. Able to understand implications of decisions taken on Open Awards' behalf.</li> <li>19. Able to manage own workloads to meet deadlines.</li> <li>20. Able to work using own initiative.</li> <li>21. Able to work as part of a team.</li> <li>22. Resilient</li> </ol>	<p>Essential</p>

<b>Commitment</b>	<p>23. A commitment to Equality &amp; Diversity.</p> <p>24. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards.</p> <p>25. Commitment to customer service.</p> <p>26. Willing to undertake staff development activities.</p> <p>27. Be adaptable, flexible and open to change.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Other</b>	<p>28. Willingness and ability to travel nationally to meet the needs of the role.</p> <p>29. Must be prepared to undertake occasional overnight stays to meet the needs of the role.</p> <p>30. Confident professional person.</p> <p>31. Suitable and reliable internet connection.</p> <p>32. Declare any conflicts of interest that could impact on the role.</p> <p>33. Full Driving License</p> <p>34. Subject to Enhanced Disclosure.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>