

ROLE PROFILE

Role:	External Quality Assurer
Reports To:	Lead External Quality Assurer
Role Profile dated	2018-11
Signed as approved and correct by line director	

This role profile consists of two sections:

1. *The **Job Specification** sets out the purpose, business outcomes and key responsibilities.*
2. *The **Person Specification** sets out the qualifications, experience and behaviour expectations.*

Job Specification

Role Purpose:

- To manage a portfolio of ECITB Approved Centres. To undertake external quality assurance auditing of Approved Centres utilising an established risk based approach to ensure the centre can demonstrate compliance with ECITB quality assurance processes, procedures, assessment standards and requirements as determined by the ECITB and the associated qualifications regulators.
- An important part of this role is to provide support and guidance to Approved Centres, including induction and training to newly Approved Centres, and by encouraging continuous improvement at Centres by all members of the teams.
- To support Awarding Organisation operations by identifying and managing risk associated with the Approved Centre network and both regulated and unregulated qualifications.

Business Outcomes:

As a consequence of the service purpose the expected business outcomes are as follows.

1. Compliance by each Approved Centre with its ECITB Centre Agreement. Approved Centres must operate to and be able to demonstrate the requirements of the ECITB Awarding Organisation and that of the regulatory authorities: Ofqual; and SQA Accreditation.
2. Management and assessment teams at approved centres are supported in their roles as ECITB approved staff to enable them to fully support ECITB candidates
3. Internal assessment decisions at Approved Centres meet ECITB standards. EQA will moderate learner work and provide guidance and support to Approved Centre Assessors to ensure all internal assessment decisions meet with ECITB standards and evidence produced is valid, authentic, reliable, current and sufficient.
4. Quality assurance issues are effectively identified and resolved within a reasonable time period and to ECITB requirements
5. Demonstration of continuous improvement within Approved Centres and ECITB Awarding Organisation and throughout ECITB where applicable

Key Responsibilities:

1. To plan risk based quality assurance monitoring activity based on ECITB protocol to ensure Approved Centres are monitored in line with ECITB and regulatory requirements. This includes both Centre visits and remote monitoring.
2. Auditing and monitoring Approved Centres and carrying out independent and rigorous external quality assurance, including moderation of learner work, of the ECITB qualifications for which those Centres are approved in line with ECITB and regulatory requirements.
3. Complete professional and accurate documentation for any Awarding Organisation activity and post approval monitoring reports and distribute within agreed service level agreements.
4. To plan, manage and implement an appropriate risk-based sample strategy and maintain accurate sampling records and plans for each Approved Centre and their associated operational site/s in line with ECITB and regulatory requirements.
5. To undertake the moderation of learner work that has been internally assessed at ECITB Approved Centres to ensure internal assessment decisions meet ECITB and regulatory requirements.
6. To monitor and ensure all Approved Centre Action Plans are addressed and completed within timescales set and to make recommendations for restrictions and sanctions on approved centres where necessary.
7. Provide support and guidance to Approved Centres and assist with interpretation of the National Occupational Standards (NOS), Qualification Specification Requirements and supporting qualifications documentation.
8. To assist in resolving any disputes with Approved Centres and candidates in accordance with ECITB policies and procedures and in line with regulatory requirements.
9. Support the Awarding Organisation Operations Manager in carrying out any investigations as required. For example, where potential malpractice and/or maladministration has been identified or a complaint, appeal has been made by any individual or third party concerning the ECITB programmes at an Approved Centre ensuring ECITB policies and procedures are followed and documented.
10. Support the changing needs of the Approved Centres, drive continuous improvement and promote the availability of the ECITB vocational qualifications within the Engineering Construction Industry (ECI) sector.
11. Contribute to and attend Awarding Organisation standardisation, team meetings and other ECITB meetings as required.
12. Contribute to and attend Approved Centre Standardisation meetings as determined by the ECITB AO management.
13. Collaborate and liaise with the Awarding Organisation staff and other ECITB staff where appropriate on all matters concerning the delivery of ECITB VQs within their Approved Centres and identify and manage risks where appropriate.
14. Use the ECITB AO databases and systems as required to ensure all records are accurate and up-to-date and maintained in line with ECITB processes and procedures and GDPR policy.

15. To immediately report any suspected malpractice or maladministration as per ECITB policies and procedures.
16. To adhere to all ECITB policies and procedures and to ensure any conflict of interest is immediately reported as per ECITB policies and procedures.
17. To ensure professional knowledge and job skills are maintained and appropriate CPD activity is identified, discussed and logged with your Line Manager.
18. Other responsibilities as may reasonably be assigned to you.

Role Parameters:

The role is home-based and with extensive travel across Great Britain to various worksites, company offices, and Approved Centres. Some Overseas travel may be required but will not be extensive. Line management responsibility for the finance department

Person Specification

Experience & Qualifications

1. A-level or HND level of education or equivalent gained through similar qualifications or via experience.
2. Ideally hold D32/D33, A1 unit or current assessor certificates. Hold or prepare to work towards a current EQA qualification unit/s.
3. At least 5 years' experience in an engineering related industry, gained in a supervisory or lead role enabling demonstration of knowledge of the ECI and trades within it.
4. Ideally have first-hand experience of assessment practice within one or more approved centres offering nationally recognised VQs relevant to an engineering industry environment.
5. An in depth knowledge of assessment and good practice in candidate development.
6. An in depth knowledge of National Occupational Standards and RQF and Scottish Vocational Qualifications relevant to the ECI.
7. An understanding of the role of the AO and ability to contribute to solutions to VQ delivery and assessment issues.
8. Full and current UK Driving Licence

Core Competences

These competences apply to everyone working for the ECITB. They represent the behaviours that promote individual and corporate success and high achievement. They should be read in the context of each individual job and take account of the job's scope and level of responsibility and complexity.

1. **Business Acumen**

Understands general business and financial concepts. Understands the ECITB and the ECI business, and uses both general and specific knowledge to make appropriate judgements in decision making and dealing with employers and other stakeholders.

2. **Delivering quality results**

Maintains a high level of commitment to personally getting things done. Delivers results and takes personal responsibility for achieving outcomes. Works effectively with little direction, and is dependable and responsible. Strives for high quality and effective outcomes. Finishes what is started and demonstrates persistence.

3. **Customer Focus**

Understands that customers are internal and external. Understands customer business needs and provides appropriate solutions. Anticipates, listens to and values customers' needs, suggestions and feedback. Ensures own work output is aligned with customer (internal or external) and stakeholder needs and anticipates future requirements.

4. **Planning & Organising**

Demonstrates effective organising and planning skills according to organisational and role needs by defining objectives and anticipating needs and priorities. Sets and achieves realistic goals and effectively anticipates deadlines and delivers required results. Where required, liaises with colleagues to use available resources effectively to simultaneously handle several projects. Demonstrates good time management and prioritising skills to handle multiple tasks and deadlines, and develops contingency plans in anticipation of possible obstacles. Constructs realistic time frames for completion and monitors progress. Is able to effectively manage own time and where required, the time of others.

5. **Teamwork and Collaboration**

Works effectively and collaborates with others toward a common goal. Able to build and maintain cooperative work relationships with others, and values others' input. Completes own tasks for group projects in a timely and responsible manner and directly contributes to reaching the group goal. Assists others to support the group goals.

6. **Problem Solving**

Demonstrates sound ability to analyse and solve problems within scope of role, through careful rational evaluation of information, and consideration of possible alternatives and consequences. Capable of generating or contributing to effective solutions to problems. Avoids making snap decisions with little or no sound rationale. Able to apply analytical and creative skills depending on the nature of the problem, and persistence to work at the problem until it is resolved.

7. **Leadership, taking responsibility**

This is both leading others and self-leadership. Regardless of the personal level of seniority, is an active member of the team, taking responsibility, communicating and respecting others' opinions, recognizing opportunities to help out, and offering to take initiative to get things done. Setting a good standard for others to follow. Understanding the organisation's culture and people so that taking initiative is effective i.e. without stepping on toes. . Where leading others, setting clear vision and purpose, establishing realistic and measurable results expectations, building rapport and sense of team, holding self and others accountable, motivating others, and removing barriers.

8. **Communication Skills**

Communicates effectively, both verbally and in writing, to a wide range of different audiences in formal and informal settings so that the audience understands the message and a degree of influencing is achieved (as appropriate to the requirements of the role). Messages are clear and unambiguous, use of English is accurate, a professional business tone is adopted.

9. **Professional behaviour**

Conducts self in a responsible manner and treats others with respect. Responds to work-related problems, pressures, and obstacles in a rational and positive manner. Upholds ECITB's values, shows respect for

diversity, and demonstrates a high level of integrity so that the ECITB 'brand' and reputation is enhanced. Demonstrates tenacity and resilience, supports colleagues, and is work-focused and reliable in working hours.

10. Delivering continuous improvement / adapting to change

Seeks opportunities to improve current processes, procedures, systems and methods to promote reliability, quality, and efficient output. Dedicated to the improvement of current work processes. Having a disciplined and detail orientation to own work and constantly looking for ways to improve or willing to alter current practice. Encourages others to apply similar discipline to achieve continuous improvement. Looks for new and innovative ways to deal with changing demands and achieve objectives.