

JOB DESCRIPTION

Job Title:	IQA Officer	Grade:	SG7
Department:	Employability and Apprenticeships	Date of Job Evaluation:	December 2023
Role reports to:	Apprenticeships Operations Manager		
Direct Reports	None		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

The Internal Quality Assurance (IQA) Officer will lead in the IQA planning, sampling and monitoring of the end-to-end Apprenticeships learner journey to identify areas for improvement, and work with all Apprenticeship skill coaches and operational staff to bring about rapid improvements as necessary.

They will develop and implement an IQA Strategy, Policies and Procedures in conjunction with the University's QA team and Head of Apprenticeships.

They will organise the IQA sampling plan across all occupational areas and Apprenticeship skill coaches.

They will support the approval and implementation of new programmes where identified.

KEY ACCOUNTABILITIES:

Team Specific:

- Lead and implement Internal Quality Assurance (IQA) strategies and activities for all Apprenticeships Standards delivery, to meet and exceed internal and external expectations and standards; including Ofsted's Education Inspection Framework (EIF), Awarding Organisations (AOs), End Point Assessment Organisations (EPAOs) and Institute of Apprenticeships and Technical Education (IATE)
- Design and implementation of systems that consistently monitor and evaluate the development and application of learners' knowledge, skills, and behaviours, such that learning is effective and achievement rates high.
- Continuously improve the quality of the Apprenticeship Skill Coaches to achieve consistency in apprenticeship assessment and review.
- Plan and prepare monitoring activities according to the requirements of the IQA procedure.
- Review Apprenticeship skill coaches' assessment decisions and feedback regarding portfolio evidence. Check that decisions are made using specified criteria and that feedback follows best practice principles.
- Ensure effective monitoring and tracking processes are in place to manage individual apprentice's progress up to the Apprenticeship Standards Gateway to meet requirements and progress on to achieving a high-grade profile for End Point Assessment (EPA)
- Support a demonstrable improvement in success/achievement rates across Apprenticeship Standards to exceed national benchmarks.

- Attend and minute standardisation and qualification-specific Apprenticeships skill coaches meetings as appropriate
- Analyse Apprenticeships skill coaches assessment capabilities and potential in the context of their objectives and other requirements of the standards
- Work collegiately with managers and staff to ensure the high-quality creation of new and innovative curriculum and delivery materials for Apprenticeship Standards

Generic:

- Respond to telephone, email and counter enquiries relating to this area
- Working cross faculty and cross directorate as required.
- Participate in all internal and external quality assurance processes
- Provide reports and data as required by the Head of the Apprenticeships

Managing Self:

- Responsible for the prioritising and carryout the workload, working to deadlines
- To show initiative and judgement in dealing with external companies
- Adapt and work accurately to the demands of a pressured role
- Ability to adapt to non-planned events and unforeseen circumstances
- Willingness to work “outside” normal working hours, as required
- Participate in agreed training activities to enhance knowledge or role performance

Core Requirements:

- Adhere to and promote the University’s policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Employability and Apprenticeship Directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Apprenticeship achievement rates at or above national rates
- Green in all aspects of apprenticeship accountability framework
- Development of and implementation of new Apprenticeship Standards
- Good Employer and Learner Satisfaction annual survey ratings
- Timely production and delivery of work to agreed timescales, quality and to plan

KEY RELATIONSHIPS (Internal & External):

- Staff at all levels in the Faculty
- Staff at all levels in Professional Services departments
- Employers
- The Education and Skills Funding Agency (ESFA)
- Ofsted
- End Point Assessment Organisations
- Other Professional, Statutory and Regulatory Bodies

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Knowledge and experience of compliance, quality, verification, auditing and reporting • Extensive experience of working within the Apprenticeship sector. • Knowledge and experience of the student/apprentice life cycle such as registration, progression, assessment, awards processing etc • Experience of ESFA funding rules for apprenticeship provision and providing rules, procedures and regulations <p>Skills</p> <ul style="list-style-type: none"> • Attention to detail and high level of accuracy and methodical working • Strong verbal and written communication skills and the ability to communicate with a range of stakeholders • Ability to set up and maintain effective administrative systems and procedures • A solid understanding of Safeguarding and Prevent in education 	<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of the higher education environment within the UK • Experience of the OFSTED inspection <p>Skills</p> <ul style="list-style-type: none"> • Exceptional organisational and planning skills and the ability to prioritise and complete multiple tasks to agreed timescales

Qualifications

- Assessor qualification. E.g. TAQA, A1, D33 or equivalent.
- A-Level standard or equivalent, or demonstrable experience in this area

Personal attributes

- Commitment to continuous CPD
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

Qualifications

- V1, CAVA, D34 or alternative recognised internal quality assurance qualification.
- Leadership and Management qualification.
- Coaching and Mentoring Qualification.
- Teaching Qualification

Personal attributes

- Ability to use own initiative and take proactive actions to resolve problems
- Motivated to learn and challenge existing processes to strive for improvement and be involved in new areas of work
- A strong team player