

External Quality Assurer (CPCS and Construction Qualifications)

Job Description

Team:	NOCN Job Card (CPCS Quality Assurance) and NOCN Awarding Organisation
Location:	Mobile
Salary:	£30,000 - £35,000
Hours:	35 hours

Purpose and Objectives:

This is a dual responsibility position with the individual undertaking the role of a CPCS External Quality Assurer and an Awarding Organisation External Quality Assurer.

- To provide management, specialist expertise and operational direction to ensure that NOCN's policies, processes and procedures are fully compliant and quality assured for the UK and internationally.
- To provide support and guidance to NOCN approved centres delivering products and services through testing assessment and training to ensure they are fully compliant and quality assured;
- To provide support and guidance to registered testers and trainers delivering NOCN products to ensure they are fully compliant and quality assured;
- To deliver a customer centric approach to quality assurance as defined by NOCN quality assurance strategy relevant to the product;
- To engage with centres, testers and trainers to promote self-awareness of quality assurance good practice;
- To promote and share good practice in the testing, assessment and training process that standardises the consistency of NOCN product delivery and meets the requirements as detailed by the relevant regulators and schemes;
- To assist management in ensuring that systems and processes are efficient, effective and support continuous improvement and development;
- To identify fraud and malpractice in NOCN product delivery;
- To attend internal and external conferences, meetings and promotional events with colleagues to promote NOCN products and share good practice in the quality assurance environment.
- To assist the Head of Assurance in ensuring that NOCN is compliant with the various UK Qualification Regulators and General Conditions of Recognition and Principles of Recognition.
- To assist the Head of Assurance in ensuring that NOCN is undertaking UK apprenticeship and other assessments in a manner which is compliant with the relevant requirements set by the Regulatory bodies.

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Duties and Responsibilities:

- To ensure that testing, assessment and training meets the National/Scheme standards by;
- To support the management of NOCN products, provide specialist expertise and operational guidance to ensure that NOCN's policies, processes and procedures are fully compliant and quality assured.
 - Identification of high risk centres, testers and trainers in order to apply NOCN strategies to reduce the risk of product non-compliance, malpractice and fraud;
 - Sampling of tests, assessment and training in accordance with NOCN quality assurance strategy that give confidence in the centres product delivery to our customers. This will cover CPCS testing, regulated qualifications, endorsed programmes and apprenticeship provision;
 - To co-ordinate and carry out aspect (as appropriate) of the NOCN assurance audit programme, collecting and analysing information on NOCN qualifications, assessments, and apprenticeships, and NOCN Job Cards card for both the UK and International jurisdictions.
 - To assist managers in developing policies and processes, reporting on strengths, compliance or areas of non-compliance and risk;
 - Collate relevant data/information, analyse and produce reports for the Head of Assurance (when requested), which are required for NOCN performance management purposes and to support a risk based approach to quality assurance and auditing.
 - Being familiar with relevant scheme rules, specifications and regulatory standards specific to product delivery when carrying out quality assurance activities;
 - Carrying out all types of visits to centres and employers, including approvals for new centres as well as adding additional scheme approvals, investigations, consultation visits as required for the scheme and NOCN products;
 - To deliver NOCN quality assurance strategy relevant to the product delivery;
 - Support with the collation of data and information required for audits and reviews undertaken by the Qualifications Regulators (UK and International) and the reformed apprenticeship regulatory bodies.
 - Take appropriate action when issues are identified with accreditation and regulatory standards including tests, assessments, training delivery and monitoring centre actions and sanctions to ensure compliance;
 - Providing support to customers to enable them to improve the quality of their product delivery;
 - Developing working relationships with customers and employers that allow a transparent approach to quality assurance that promotes a high standard of service and partnership approach;
 - Communicating constructive and sufficient feedback appropriately to centres, testers and trainers that contribute to a robust quality assurance programme and recommending the level of action for non-compliant centres, testers and trainers;
 - Managing a caseload of centres to ensure regular visits are conducted that meet the requirements set out in the relevant quality assurance strategy to safeguard both scheme and NOCN reputation;
 - Maintain the events log in Governance, relating to investigations and other relevant events.
 - Lead on the monitoring and compliance of NOCN Centres who are approved to deliver the Licence Linked Security qualifications. Monitor risk of security trainers, examinations and compliance with NOCN procedures and SIA Regulation, escalating to the Head of Assurance

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where necessary.

- Co-ordinate the external quality assurance of Endorsed Programmes and Centres.
- Work with Customer Operations and support during the accreditation of new centres and adding additional sites and categories;
- Supporting the development of centres and delivering training events relating to quality assurance compliance;
- To provide support for the investigations and appeal process for NOCN products as necessary;
- Actively build relationships with customers through a supportive approach to ensure compliance with product and quality assurance requirements;
- Produce clear written reports in plain English for customers including centres, testers and trainers with clear guidance and feedback in a timely manner;
- Actively share good and poor practice during standardisation team meetings with colleagues across NOCN products;
- Contribute to the regular maintenance of the quality assurance processes', identifying innovative solutions to improve current practices;
- Share ideas about improvements to systems and policies with colleagues to ensure NOCN achieves its business objectives;
- Learning and maintaining NOCN Culture Charter.

Key Relationships:

Internal	<ul style="list-style-type: none"> • NOCN Directorate • CPCS Product Manager • Technical Head of Construction Plant • Head of Assurance • Deputy Head of Construction • NOCN Managers • NOCN staff • NOCN and One Awards compliance and quality assurance teams External verifiers and apprenticeship assessors • NOCN delivery partner personnel including One Awards and OCN NI, Glass Qualifications • Authority (GQA) • Customer Operations (Service Team) CPCS
External	<ul style="list-style-type: none"> • UK and International Centres delivering NOCN Job Card Schemes and regulated qualifications • Training Centres • Testers • Trainers • Employers • UK Qualifications Regulators • UK Industry Regulatory bodies e.g. SIA CITB • UK Apprenticeship Regulatory bodies e.g. IfA, DAS and EQA organisations Federation of Awarding Bodies (FAB) • International regulator bodies for assessments, qualifications and apprenticeships

Person Specification

	Criteria	Essential / Desirable
Education and Personal Development	Educated to GCSE standard A-C in at least Maths and English	Essential
	Excellent communication and righting skills	Essential
	D32,D33 (A1) Assessor (Can be obtained once in post)	Essential
	D34 (V1) IV (Can be obtained once in post)	Essential
	D35 (V2) EV (Can be obtained once in post)	Essential
	Health and Safety Certificate/Qualification (Can be obtained once in post)	Essential
	Trainer qualification (Can be obtained once in post)	Essential
Knowledge and Experience	Knowledge of regulatory issues in educational/training/skills development/apprenticeships	Essential
	Working knowledge of CPCS (Can be obtained once in post)	Essential
	Experience of competence based qualifications	Essential
	Able to demonstrate occupational competence in the plant sector of construction or allied industries	Essential
	Knowledge of maintaining and evaluating tests and assessments compliance	Essential
	Experience working in a quality assurance role with experience of regulation in awarding or assessment body environment and card schemes	Essential
	Ability to work effectively within and between teams	Essential
	Ability to write clear and concise reports for managers	Essential
	Excellent written and verbal communication skills including good grammar, punctuation and spelling	Essential
	Good IT skills including the ability to use the Microsoft Office suite and bespoke in house systems	Essential
	Good analytical skills	Essential
	Influencing and negotiation skills	Essential
	Excellent planning and administration skills	Essential
	Consistent and high level of accuracy in undertaking work tasks	Essential
	Ability to prioritise tasks and meet strict deadlines	Essential
	Ability to develop effective professional working relationships with all internal and external stakeholders/customers	Essential
	Ability to use your own initiative and know when to seek advice	Essential
	Commitment to equality, diversity and inclusion	Essential
	Commitment to the organisation values (Responsive, Supportive, Honest, Ethical, Open, Innovative and Respectful)	Essential
	Flexible attitude towards work and working hours	Essential
	Willingness to travel within the UK	Essential
	Spend frequent nights away from home	Essential

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