Job Title:

Quality Assurance Manager (Learning & Competence)

Purpose:

To lead and deliver internal quality assurance arrangements across learning, assessment and competency management activities, ensuring consistency, compliance and continuous improvement.

The postholder will manage and coordinate quality assurance activities including assessment sampling, observations, audit activities and improvement planning, whilst providing leadership, guidance and support to Internal Quality Assurers, trainers and assessors to maintain high standards of delivery and assessment practice.

The role will assess and determine the significance of quality assurance, assessment and competence management risks, recommending or escalating actions where deficiencies may compromise ORR regulatory compliance, workforce competence, operational safety or organisational assurance arrangements.

Through the delivery of this fixed-term programme, the postholder will establish the long-term quality assurance framework that will support the organisational regulatory compliance and operational effectiveness beyond the life of the project.

Safety Rating:

NEXUS

Remuneration: Salary Band 5

1. Principal areas of responsibility

1.1	Quality Assurance Systems	
	1.1.1	Lead the implementation of quality assurance policies, procedures and guidance.
	1.1.2	Maintain quality assurance schedules and quality records.
	1.1.3	Direct quality assurance reviews, audits and evaluation activities to assess organisational performance and identify areas of risk and improvement.
	1.1.4	Monitor quality performance measures and identify opportunities for improvement

1.2	Assessment Quality Assurance	
	1.2.1	Coordinate assessment sampling activities.
	1.2.2	Review assessment decisions and associated evidence.
	1.2.3	Support standardisation activities for trainers, assessors and IQAs.
	1.2.4	Evaluate assessment practice and assurance evidence to identify risks to consistency, validity, reliability and compliance.
	1.2.5	Exercise professional authority to require corrective action where assessment practice does not meet organisational, regulatory or quality requirements.

1.3	Observation Programme	
	1.3.1	Coordinate and undertake teaching, training and assessment observations.
	1.3.2	Produce observation trend analysis and recommendations to support organisational improvement and assessor development.
	1.3.3	Identify strengths, development needs and improvement actions.
	1.3.4	Support staff development through constructive quality feedback.

1.4	Continuous Improvement	
	1.4.1	Lead the implementation of quality improvement plans arising from audits, observations, quality reviews and assurance findings.
	1.4.2	Track actions arising from audits, reviews and observations.
	1.4.3	Monitor completion of corrective and preventive actions.
	1.4.4	Promote continuous improvement and sharing of good practice across teams, providing development support to IQA and assessors where required.

1.5	Internal Quality Assurance Coordination	
	1.5.1	Produce an annual quality assurance calendar, clearly identifying the schedules of sampling, standardisation, observation and self-assessment, setting timescales for review and identifying areas of improvement.
	1.5.2	Coordinate activities of Internal Quality Assurers.

	1.5.3	Maintain IQA schedules and sampling plans.
	1.5.4	Collate IQA reports and assurance evidence.
	1.5.5	Analyse organisational quality assurance performance data and identify trends, risks and improvement opportunities.
	1.5.6	Provide professional advice and recommendations to management teams regarding quality assurance performance and compliance.

2. Dimensions

2.1	**Communications**	
	2.1.1	Work collaboratively with trainers, assessors, IQAs and operational managers.
	2.1.2	Provide advice and guidance regarding quality assurance requirements.
	2.1.3	Prepare and present assurance reports, quality performance information and recommendations to management teams, governance groups and senior leadership forums.

2.2	**Decision Making & Problem Solving**	
	2.2.1	Evaluate complex assurance findings, audit outcomes, observation evidence and quality data to identify organisational risks, priorities and improvement requirements.
	2.2.2	Recommend corrective actions where quality concerns, assessment risks or compliance issues are identified.
	2.2.3	Monitor compliance with quality procedures.

2.3	**Initiative & Independence**	
	2.3.1	Exercise professional judgement when determining sampling activity, observation priorities, assurance interventions and improvement actions.
	2.3.2	Identify opportunities to enhance quality arrangements.
	2.3.3	Assess and determine the significance of quality assurance,

		assessment and competence management risks, recommending or escalating actions where deficiencies may compromise RSSB regularly compliance, workforce competence, operational safety or organisation assurance arrangements.

2.4	**Resources**	
	2.4.1	Maintain quality assurance records, reports, sampling plans and observation documentation.

2.5	**Health & Safety**	
	2.6.1	Ensure quality assurance activities support safe and compliant delivery of learning and competence management.

Job Title	Competency & Training Standards Governance, Review and Development Manager
Job Evaluation date	
Grade	
Compiled by	Maureen Askew (Head of Learning)
Validated by	

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Date	Version	By	Summary of Changes

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