

Job Title: End Point Assessment (EPA) Quality and Compliance Manager

Notebook Assessment Services are an exciting innovative End Point Assessment Organisation (EPAO), just starting out on the journey to deliver our first End Point Assessments (EPAs) this Autumn. We offer niche EPAs to the military and need someone to ensure that from the outset our activities are efficient and compliant, so this is a chance to shape something from the start and grow with us.

Report to: Head of Notebook Assessment Services

Salary: £32,000

Leading NAS's Quality Assurance team, managing risk and compliance matters to maintain the integrity of NAS end point assessments and to meet and exceed the needs and expectations of NAS customers.

Instrumental in ensuring compliance with the regulatory requirements for all individual qualifications/end point assessments and quality assurance in respect of assessment.

To assist the Head of NAS in ensuring that NAS adheres to Ofqual, IfATE and ESFA requirements.

Base: Homebased with some travel to the office in Blandford

Contract: NAS EPA

Responsibilities

Not exhaustive or exclusive, the expectations are that there will be other responsibilities and that the successful applicant will shape these.

1. Develop and implement our Internal Quality Assurance (IQA) strategy for End-point Assessment.
2. Review the allocation of IQAs and assessors to ensure there is no conflict of interest, taking into consideration individual expertise (currency and competence) relevant industry qualifications and geographical location where required.
3. Plan, organise and facilitate EPA IQA and assessor standardisation activities.
4. Support NAS team with development and implementation of new EPA specifications and mock materials to ensure standardisation and compliance.
5. Develop, review and monitor EPA and internal quality assurance policies, procedures and systems in order to meet EPA regulatory requirements and to meet business objectives.
6. Support Head of NAS in aligning policy documents, procedures and systems across general compliance areas.
7. Deal appropriately with the management of incidents, issues, appeals and complaints in line with published policies and procedures, providing solutions to mitigate risk and recurrence.
8. Maintain high standards of continuous improvement, ethics and governance within the department.
9. Support the Head of NAS with ESFA applications for additional Apprenticeship Standards
10. Support the Head of NAS with EPA EQA monitoring activity and audits, including any preparation, contribution and attendance at any physical audit by external agencies where required.
11. To ensure that all processes are consistent with the requirements of EPA External quality assurance organisations.
12. To support the Head of NAS in submission of regulatory data returns and requests.
13. To assist the Head of NAS to ensure that all regulatory requirements have been and continue to be met, and to implement any agreed changes.

14. To lead functional representation at the Quality and Operations Committee, ensuring compliance with regulatory requirements and efficient and effective operation of the Quality Assurance and EPA customer approval and contracting function.
15. Responsibility for setting and maintaining internal parameters for EPA customer engagement, compliance and standards.
16. To lead on, implement and manage effective and efficient processes to support the quality assurance of end-point assessment services to existing and prospective customers.
17. To help NAS customers qualify apprentices by delivering integrated quality assurance solutions and meeting customers changing needs through progressive methodologies whilst managing compliance and meeting NAS high standards.
18. This role maintains regular oversight of and engagement with the IQA team to ensure that Quality Assurance plans and activities are aligned and co-ordinated.
19. To actively contribute to Quality and Operations Committee meetings and offer impartial advice and guidance around the regulatory requirements.
20. Lead on the development of policy, procedure guidance for any areas relating to NAS products, services and operational business to ensure communication to customers.
21. To ensure that requirements and guidance from NAS regulators and other relevant bodies is disseminated to staff and to act as a point of clarification for any queries.
22. To plan and lead on the self-assessment activity required by the regulator, in particular carrying out internal audits to ensure that all policies and procedures are fit for purpose and identify strengths and weaknesses.
23. To be responsible for the written report that requires both Responsible Officer and Governing Board formal approval and sign off to support the declaration of compliance to Ofqual.
24. Maintain and regularly review EPA conflict of interest declarations, evidence and due diligence of all IQAs in line with the NAS Conflict of Interest Policy and procedure.
25. Working with other staff, manage the internal processes around appeals, complaints and malpractice.
26. To ensure that the risks and issues facing the organisation are identified, understood and mitigated as far as possible and that contingency plans are in place to cover threats to the organisations continued operation including oversight of the operational Risk Register.
27. To ensure that the quality assurance framework, approach and implementation supports the NAS growth strategy, meets market requirements, delivers competitive advantage and is compliant with regulation and fit for purpose.
28. Create, champion and manage an End Point Assessment Quality Strategy including policies, procedures and guidance and robust implementation across the business to set clear direction internally and externally to support and sustain good and compliant growth and continually improve our end-point assessment services.
29. Continually monitor and develop assessment strategies and methodologies that reflect the needs of Apprenticeship Standard Assessment Plans.
30. To scan the horizon and identify changes in EPA regulatory guidelines and its expected compliance for discussion with the Quality and Operations Committee.
31. Be accountable to the Head of NAS for compliance with regulation, the NAS systematic quality assurance framework and advising on significant incidents or risks that might arise from time to time.
32. Lead, direct and motivate a high performing team to develop and apply quality strategies that add value and ensure compliance.

Quality and Compliance Manager Person Specification

Qualifications	<p>(Essential): Degree Level Education or relevant experience:</p> <ul style="list-style-type: none"> • Minimum of five years' experience in a senior managerial role with extensive management and directional skills preferably gained in business or the qualifications industry. <p>Qualifications (Desirable): Level 4 Award in External Quality Assurance or its equivalent. Level 3 Certificate in Assessing Vocational Achievement or its equivalent Level 4 Award in Internal Quality Assurance or its equivalent.</p>
Background & Experience	<p>(Essential): Previous experience working in an Awarding Organisation or End Point Assessment Organisation.</p> <p>High level knowledge of the Governments Apprenticeships Agenda and their connected organisations such as the Institute for Apprenticeships (IfATE) and the Education & Skills Funding Agency.</p> <p>Experience of working in an Ofqual regulated environment.</p> <p>A thorough understanding of the UK qualifications framework.</p> <p>Significant experience of working with both the FE and HE sectors.</p> <p>Extensive experience of working within a quality assurance function of a regulated Awarding Organisation in a management capacity.</p> <p>Experience of managing or quality assuring an examination/assessment system and the associated paper/assessment setting, standardisation, moderation and results processes.</p> <p>A thorough, up to date, working knowledge and understanding of the Ofqual General Conditions of Recognition, IfATE requirements and ESFA conditions for being on the End Point Assessment Register.</p> <p>Ability to plan, manage and deliver projects within demanding timeframes.</p> <p>Ability to work collaboratively and to lead, enthuse and develop a team.</p> <p>A willingness to challenge established thinking and ability to inject new ideas and innovative solutions.</p> <p>A commitment to high quality customer service SLA's Customer focused improving customer experiences.</p> <p>A strong communicator with excellent oral and written English skills and a passion for engaging in regular communication with colleagues.</p>

	<p>Ability to engage effectively with a variety of stakeholders from apprentices to industry leaders.</p> <p>A high degree of accuracy and attention to detail.</p> <p>A good working knowledge of Microsoft Office, Word and Excel.</p> <p>Knowledge of NAS's assessment portfolio.</p> <p>Experience of analysing and presenting complex data.</p> <p>Experience of running or quality assuring different assessment models.</p> <p>Experience of working with an online assessment bank.</p>
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Must have experience of working in a regulated environment either within an Awarding Organisation or End Point Assessment Organisation.

Please apply with a CV and cover letter outlining how you meet the criteria.