

Job Description

Job Title:	INTERNAL QUALITY ASSURANCE OFFICER – STUDY PROGRAMMES Hospitality, Customer Service, Retail or Business Admin
Please note:	Where Staff work at dual sites, both sites will be regarded as your normal places of work and the company will not contribute towards travel costs from your home to either of these sites
Responsible To:	Centre Manager

Mission

Offer young people an overall learning experience that prepares them for the ability to function in adult and working life.

Nova training shares a commitment to educate, safeguard and promote the welfare of children young people and vulnerable adults and expects all its staff and volunteers to share this commitment. Our commitment is underpinned by robust processes and procedures that seek to maximise opportunity, minimise risk and continuously promote a culture that embraces the ethos of learning and achievement, safeguarding, providing equal opportunities for all and valuing diversity amongst our workforce.

Job Purpose

- To carry out all duties in accordance with the Common Inspection Framework (09/2012) requirements, the LLUK Overarching Professional Standards for Teachers, Tutors and Trainers in the Lifelong learning Sector (2010) and the National Occupational Standards for Learning Delivery (2010)
- To work towards and achieve targets set by NOVA and the EFA relating to all aspects of the Foundation Learning and Study Programme frameworks, by delivering Functional Skills in the subject areas of Maths and English, with ICT embedded in all sessions. Contextualisation to employability, PSD and vocational subject areas is required.

Main Duties & Responsibilities (General)

- Conduct formal assessments against prescribed competences published by the awarding bodies, for an assigned caseload of tutors/centres.
- Undertake development and mentoring activities for training and assessment staff delivering qualifications.
- Undertake internal verification for all qualifications offered through the Study Programme curriculum. Ensure that Functional Skills and work readiness / employability are threaded through all stages of the learner journey.
- Work with the Qualifications and Curriculum Manager and Lead for Teaching, Learning and Assessment to fully implement all linked processes and ensure the drive to outstanding provision is evident in all centres.
- Tracking of learner outcomes/tutor submissions, liaison with awarding bodies and hosting



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OUR VISION: Through a socially inclusive approach we will stimulate demand for learning from employers, young people and adults, improve literacy, numeracy, language and ICT skills so that individuals have the skills for employment and further skill development.

MISSION STATEMENT: To create and sustain an environment where staff can deliver an innovative, challenging, quality, exciting and inspiring learning experience that meets the needs of learners, non-learners and employers in the local community.



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EV visits.

- Conduct a range of progress and support initiatives within centre and also undertake graded observations linked to the learner journey, ensuring specific measurable targets are set and tracked to completion.
- Plan and conduct staff training sessions as appropriate.
- Conduct audit checks of assessment processes at all identified sites.
- Ensure compliance to assessment and verification procedures.
- Ensure general administrative requirements are met within appropriate deadlines.
- Assist with other quality functions such as; curriculum review and development, improvement visits etc as defined by Operations Manager.
- Conduct the 'self assessment' process with regard to the quality of learning and liaise with other members of the management team on production of the annual SAR and QIP.
- Represent the Company in promotional activities i.e. external events out of normal office hours as required.
- Attend various network groups and ad hoc meetings.
- To comply with and actively promote NOVA's Equal Opportunities and Safeguarding Policies.
- Staff should conduct themselves in a professional manner at all times and must abide by all Nova policies as referred to in the employee handbook and communication strategy.
- There is a mandatory requirement for all staff to attend 2 'away days' with Nova per year.
- Implement and chair regular assessor meeting and standardisation meetings.
- To undertake any other relevant duties as specified by your line manager, commensurate with the level of this post.
- Obtain feedback from learners and employers, analyse and make any appropriate improvements.

Personal Specification

- An enhanced CRB disclosure is required for this post.
- A full UK Driving Licence and use of a vehicle is mandatory for this post (a mileage allowance will be paid for all business mileage)

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Attributes	Essential	Desirable
Experience	To hold the TAQA or V1 Qualification. To have a minimum of 12 months experience carrying out the Internal Verification role.	Experience delivering staff training. Experience dealing with Awarding bodies and hosting External visits.



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		Experience of carrying out observations of Teaching & Learning.
Qualifications & Training	<p>Level 2 literacy and numeracy skills.</p> <p>Relevant occupational experience or NVQ in at least 2 of the following qualifications; Hospitality, Customer Service, Retail or Business Admin</p> <p>Enhanced DBS Disclosure</p>	<p>Level 2 ICT</p> <p>Occupational experience in more than 2 of the listed qualifications.</p>
Personal Attributes	<p>To work to deadlines and under pressure.</p> <p>Good written/verbal communication skills.</p> <p>To be able to work independently to support tutors to meet their targets</p> <p>Demonstrate effective planning skills.</p> <p>Excellent organisational skills.</p>	<p>Highly motivated</p> <p>Adaptable and flexible – able to adjust working style to suit the needs of different target audiences and situations</p> <p>Team player</p>
Job Circumstances (Eg Mobility/Late/Early/Working)	Our Programmes operate on a roll- on, roll-off basis and teaching staff must be able to respond to any unforeseen changes at short notice.	

Education is an ever-changing service and all staff are expected to participate constructively in NOVA's activities and to adopt a flexible approach to their work.

This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of NOVA.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time, without changing the general character of the post, or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.



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