

Job Description: Quality Assurance and Internal Verifier



Function:	Justice Services
Position:	Vocational Skills Qualifications, Quality Assurance and Internal Verifier
Job holder:	
Date	
Immediate manager :	Education Manager - Helen Timm
Additional reporting line to:	Peter Davies and Avanelle Farrell Education Team Leaders
Position location:	HMP Forest Bank

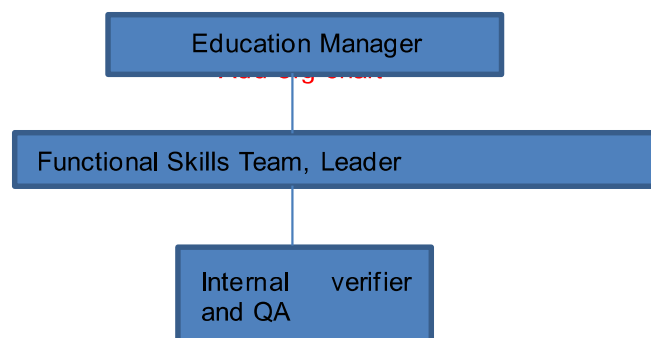
1. Purpose of the Job –

- To maintain standards of vocational qualifications that meet standards of awarding bodies and OFSTED.
- To oversee external organisations that may be delivering externally funded qualifications within the establishment.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		▪ Add point							

3. Organisation chart



4. Context and main issues

- There is a need to be able to deal effectively and fairly with difficult to reach learners who may have low educational attainment, mental health problems, learning difficulties, disabilities and poor coping skills.
- This is a challenging role that requires strength of character, vigilance, tolerance and the ability to follow laid down procedures and company policies
- To remain resilient when situations are not what is expected and react calmly to changing priorities
- Team work and supporting other team members and Team Leaders are essential
- Must be IT literate and be able to operate Word and Excel to intermediate standard
- Must be professional in all dealings with prisoners, staff and visitors
- Must be presentable and neat in appearance at all times
- Proficiency in using interactive whiteboards is essential

5. Main assignments

- To internally verify vocational qualifications that are delivered within the establishment
- To assist external organisations in their own delivery of qualifications
- To undertake QA of all vocational qualifications
- To be able to record data on success rates on the computer management system
- To work with the Education Manager in introducing and developing new qualifications where appropriate
- To be able to write accurate and timely internal verifier and QA reports
- To meet the requirements of awarding bodies
- To liaise and communicate with different awarding bodies using their own systems and paper work
- To be able to register learners and claim certification
- To work towards accredited centre status
- To be responsible for all administrative requirements in the role of IV and QA.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- At least a good in own area at OFSTED inspections
- Course success rates of over 80%
- Retention rates over 80%

7. Person Specification

- An internal verifier qualification
- Occupational competency in more than one area
- A willingness to work towards PTTLs
- Experience of working successfully with accrediting and regulatory bodies
- A thorough understanding of the vocational qualification structure and awarding body requirements

8. Competencies

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ Brand Notoriety 	
<ul style="list-style-type: none"> ■ Commercial Awareness 	
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

9. Management Approval –

Version	1	Date	24 th August 16
Document Owner	Helen Timm		