

Lead Internal Quality Assurer - Digital Services

Contract term: Permanent

Hours: 37 hours per week (Mon-Fri)

Location: Cardiff

Salary: £29,500 rising to £31,000 per annum pro rata

If you would like to work for an organisation that holds 3-star accreditation with Best Companies demonstrating extra-ordinary levels of staff engagement, has gained a place on the Times Best 100 Companies to work for in the UK for the last seven consecutive years and that holds Investors in People Platinum accreditation we would love to hear from you!

Who we are:

As Wales's largest Training Provider, ACT provide a wide range of training programmes and qualifications including Traineeships, Apprenticeships, Higher Apprenticeships and Schools provision across 30 different sectors throughout Wales.

ACT is all about people. With a family feel culture we believe our employees are our greatest asset. We're all extremely passionate about making a positive difference to people's lives by providing excellent learning programmes and opportunities.

What you'll do:

We are looking for an experienced Internal Quality Assurer (IQA) to take a lead role within the Apprenticeship Digital Services Route. The successful applicant will have extensive experience as an IQA, holding their Level 4 Diploma or Certificate in Verification processes and practice.

You will support the IQA's and assessors to deliver excellent quality for the following apprenticeship routes...

- IT Users
- Digital Learning Design
- Digital Application Support
- Social Media
- Digital Marketing
- Information Security
- Digital Content Management

More information regarding these Apprenticeships can be found on our website <https://www.acttraining.org.uk/apprenticeship-learners/>

You will confidently collate and analyse data, support the management of assessment teams and processes and have experience of dealing with awarding organisations. Applicants should have occupational experience in an education and development role as well as a clear understanding of the apprenticeship standards.

The role fits within the Digital Services Apprenticeship Team reporting to the Route Manager.

ACT is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Car uplifts (where applicable)

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We invest in people Platinum
Rydym yn buddsoddi mewn pobl Platinwm



- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

What you are responsible for:

- To implement and maintain the Learner Journey quality for the department/route in line with the IQA policy, quality cycle and key performance indicators.
- To implement and maintain the quality for the department/route in line with the IQA policy and key performance indicators
- To carry out quality risk assessments and manage risk banding in accordance with **ACT** policies and requirements
- To monitor documentation, information and other resources provided to assessors and learners.
- To carry out Quality Observations of assessors and interview learners and witnesses/employers.
- To manage all IQA reports on Vision and identify trends and issues and put appropriate support in place.
- To allocate IQA sampling to the IQA team on a weekly basis and monitor progression and completions in line with delivery models and/or expected end dates
- To manage the quality reports on a daily/month basis and disseminate actions to IQA team and where needed assessors.
- Manage all quality reports and activities for the route/department and liaise with the Quality department to analyze survey performance data (learner voice, end of course etc.)
- To mentor and support Assessors/IQAs and those requiring performance management.
- To allocate IQAs to mentor/coach assessors and monitor performance against the delivery guide.
- To sample all parts of the learner journey and allocate support where needed.
- To liaise with assessment team and IQA's regarding schemes of work for all levels

- To provide information to the curriculum team regarding schemes of work and resources.
- Liaise with the curriculum team to ensure resources are standardized and in line with sector needs.
- Organise staff training and ensure CPD hours are completed and recorded on the Data management systems
- To manage IQA staff and ensure that they monitor assessor progress and implement progression plans as needed.
- To carry out effective performance management activities as set out in ACT's policies and procedures
- To ensure all ESQ referral appeals to go through the lead IQA before the ES team
- To develop and enhance the use of digital platforms for a blended learning approach, as dictated by industry requirements.
- To monitor the quality of assessment decisions and deal with learner appeals.
- To monitor assessment record keeping and certification claims
- To evaluate the occupational and assessment competence of assessors
- To check the continual professional development of assessors
- To lead or delegate where needed standardization events with the whole team and ensure consistency.
- To monitor IALPs, reviews, suspensions to ensure compliance and timely progress
- To check the application of all relevant policies, including those for equality and diversity
- To lead Standards Verifier and External Verifier visits
- To maintain records in accordance with **ACT** and awarding body requirements
- To maintain all records and reports securely in accordance with **ACT** and legal requirements, enabling access to authorised personnel only.
- To adhere to and promote ACT's environmental practices.
- Any other duties as requested by your Manager, which may be necessary from time to time.

Personal and other duties and responsibilities:

- To actively keep updated with the company's services and programmes
- To continually develop yourself by attending courses, meetings, training events, workshops and seminars
- To demonstrate clear written and verbal communication skills
- To be highly self-motivated and organised
- To ensure effective customer care skills
- A recognition and regard for observing confidentiality
- The capacity to work as part of a team

- An ability to work on own initiative and meet set timescales
- General housekeeping duties
- To display **ACT** core values at all times.

Person Specification

What we are looking for:

		Assessment Method	Essential	Assessment Method	Desirable
Experience	A	Application/ Interview	Minimum of 3 years working within a IT & Digital setting/environment		
Qualifications & Knowledge	A	Application/ Certificate verification	Minimum of 3 years' experience of working within a Quality Assurance role.		
	B	Application/ Certificate verification	Assessor qualification		
	C	Application/ Certificate verification	Quality Assurance qualification		
Skills & Attributes	A	Interview	Creative and passionate for training/learning	A	Interview Welsh speaker
	B	Interview	Ability to develop others		
	C	Interview	Proven track record of meeting targets		
	D	Interview	Excellent written and verbal communication skills		
	E	Interview	Well organised		
	F	Interview	Excellent IT skills with programmes such as Microsoft Office, Word and Excel		
	G	Interview	Willingness and ability to be flexible and go above and beyond as and when needed		
	H	Interview	Team player with ability to work on own initiative		
	I	Interview	Willingness to undertake personal & professional development in relation to your role and business needs		
Personal Qualities	A	Interview	To uphold ACT Values		
Other	A	Interview	Hold a full U.K. driving licence		

Have you got what it takes? <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=527-9B7AAB5D-403A-4465-A6FE-A54AB5AF32C9&VacancyID=19850-6E44309C-E38C-49EB-92C9-5797F5149CDB>

