

ROLE PROFILE

Role:	Quality Assurance Officer
Department:	Quality
Reports to:	Lead Quality Assurance Officer
Is line manager:	No

Main Purpose of Role:

The QAO role is a vital role in Quality. The main responsibilities include: Supporting Learning Mentors and Operations Managers achieve quality targets, ensuring the integrity and quality of delivery consistently meets Firebrand standards. Develop Learning Mentors through observations of their delivery, delivering monthly standardisation for allocated standards, updating and maintaining trackers on a daily basis to provide visibility of performance to management and operational teams, completing review audits on a monthly basis feeding back findings to Operations Managers and Learning Mentors, using tools and systems to ensure accurate mappings and upload of learners work for end point assessment, i.e. OneFile and ACE360

Key Responsibilities:

Support Learning Mentors and Operations Managers achieve quality targets

- Ensure adherence to the Quality Assurance Strategy
- Ensure that Learning Mentors are supported in delivering a high-quality programme of learning and that good practice is disseminated throughout Firebrand
- Work closely with the operational team to ensure learners progress as expected towards completion
- Prioritise time on staff and learners identified as needing additional support
- Maintain and update data (trackers) on a daily basis to provide visibility of performance for management and operational teams – this includes tracking of sampling, issues and good practice and Session Visit records
- Provide feedback to Learning Mentors via OneFile and ensure accuracy of mapping and upload of learners' work

Ensure the integrity and quality of delivery consistently meets Firebrand standards

- Thematic reviews driven by Quality Assurance and Quality Improvement activities (e.g. Progress Reviews, exit reviews, gateway prep)
- Trend analysis of grade reports, sampling accuracy and refer post-mortems to inform standardisation
- Session visits of technical training delivery
- Engagement with SME team to determine evidence suitability and establish training needs.
- Be responsible for subject area specific standards, inclusive of document version control, investigations (complaints/malpractice/maladministration) and EPA challenges
- FDOL audit of funded output
- Reporting at the monthly Quality Forum on issues, trends, outcomes and activity
- Support the generation of evidence towards SAR and inspection evidence base
- Contribute to the completion of all QIP activities
- Attend EPAO account meetings and sector briefings (IfATE/Ofqual)
- Quality assure teaching, learning and assessment across skills provision, commercial delivery and functional skills support sessions
- Track and report on gateway readiness and coordinate EPA upload with Audit/Compliance and internal EPA teams
- Assist operations managers in ensuring all Learning Mentors' CPD is maintained and up to date
- Ensure all learners' work is uploaded to ACE360 at gateway for visibility by End Point Assessor Organisation

Develop Learning Mentors through Session Visits of their delivery

- Operate Firebrand's Quality Assurance Strategy including observations, standardisation of allocated standards, evaluating and reporting on results to managers so that the quality of the learner journey may be improved
- Session visits of Learning Mentor interactions
- Support LM onboarding and provide 1:1 coaching where necessary
- Evaluation of best practice and development needs across LM activity

PERSON PROFILE

Knowledge/Experience

- Previous experience in assessing vocationally related achievement against Standards.
- Previous experience in the internal Quality Assurance of assessment processes and practice (preferred but not essential)
- Understanding of the IfATE occupational standards and assessment plans for digital standard based qualifications
- Awareness of the Education Inspection Framework and FE & Skills Handbook for Inspectors
- Experience of providing feedback that guides improvements.
- Experience of evaluating performance against a set of criteria

Skills/Qualifications

- Level 3 Assessor Award or equivalent
- Level 4 Award in the Quality Assurance process (preferred but not essential)
- Excellent written, verbal, listening, interpersonal, and soft skills.
- Strong organisational, time management, and problem-solving skills with high attention to detail.
- High attention to detail and ability to work both independently and collaboratively.
- Positive attitude and adaptability, especially in fast-paced environments.

Behaviours/Competencies

- Process compliant and able to uphold and raise performance criteria across numerous facets of quality assurance
- Proactive and responsive, demonstrating a can-do attitude.
- Open-minded and agile worker, committed to continuous personal and professional development.
- Collaborative team player with excellent interpersonal skills.
- Ability to remain calm and positive under pressure, resolving challenges effectively.
- Demonstrated ability to work independently, showing initiative and ownership in tasks and projects.

This is our code:

Hungry – Be successful, hit your targets and get better at what you do

Open – You're open to new ideas and change

Care – We care about what we do and act with honesty and integrity

Fun – Work should be fun, fulfilling, and exciting.