

**Job Title:** External Quality Assurer (EQA)

**Reports to:** Quality Assurance Account Manager

**Overview:**

Ensure quality assurance by undertaking approval visits to prospective centres and monitoring visits to approved centres to ensure they can and continue to meet all the standards set by the AO.

**Main Responsibilities:**

Due to the regulatory framework and requirements for delivering qualifications, EQAs will be required to hold a number of responsibilities which include:

- Undertaking approval visits to prospective Centres, ensuring that their centres have in place systems and processes that are robust, consistently applied and lead to good practice in record-keeping
- Visiting Approved Centres to monitor and report on compliance with the required standards of staff and systems required to support the assessment and award of qualifications, ensuring all Centre policies and procedures have been appropriately implemented and correctly recorded and check all systems and processes are effective.
- Providing a robust audit trail of external verification related activities to both the AO and the Centre by completing all the required the AO forms and system records, which include submitting detailed EQA reports within the deadlines specified
- Sampling assessment decisions to ensure that all assessments remain consistent, appropriate, fit for purpose, and meet the requirements set out in the CASS strategy for each qualification, including proof that sufficient evidence has been supplied by the Learner to demonstrate their level of attainment.
- Ensuring that all Learners are provided with adequate opportunity for fair assessment and that the criteria against which the Learners' performance is assessed is applied accurately and consistently by Assessors in different Centres, regardless of the identity of the Assessor, Learner or Centre.
- Providing ongoing support, advice and guidance to all allocated Centres and monitor outstanding actions.
- Following all the AO policies and procedures in line with EQA duties and activities
- Actively participating in mandatory the AO training and standardisation activities, including keeping current and up to date with developments within relevant subject / sector area.
- Completing the annual Conflict of Interest form (an EQA is expected to declare any actual or potential conflicts of interest).

**Key Attributes (E-Essential, D-Desirable)**

- EQA qualifications at L4 or above – or be working towards this (E)
- Subject specialism in the skill area – NLP Practitioner level or above (E)
- Demonstrable experience in adult, further or higher education (D).
- Experience of the internal quality assurance process for relevant subject area (D)
- Qualified to degree level or equivalent (D)
- Ability to work as part of a team (E)
- Ability to work independently to specified standards (E)
- Excellent communication, written, verbal, IT and interpersonal skills (E)
- Able to critically evaluate, identify and report on quality issues accurately and concisely (E)
- Ability to meet deadlines (E)
- A customer focused approach (E)
- Excellent organisational and administrative skills (E)