

Job Description

Job title	Apprenticeships and FE Quality Manager
School / department	Academic Quality and Standards Office
Grade	7
Line manager	Director of Academic Quality and Standards
Responsible for (direct reports)	Apprenticeships Officer (End Point Assessment) Quality Officer (LCME and Apprenticeships) EPA Administrator x 2
Date of creation or review	26/03/2024

Main purpose of the job

The role will manage the implementation and further development of quality assurance processes to support the effective delivery, monitoring and evaluation of Higher and Degree Apprenticeships; FE provision; LCM Exams (LCME) and associated provision at the University and Ruskin College, which is part of the University Group.

In particular, the role will be responsible for ensuring University compliance with external quality assessment requirements. In doing so, the post holder will also act as a key University contact for associated external agencies.

The role involves supporting academic staff; monitoring key indicators; and ensuring the University is in a good state of readiness for any forthcoming Regulatory reviews.

The role also involves managing the End Point Assessment Department with the Academic Quality and Standards Office.

The remit of the role may include occasional travel within the UK.

Key areas of responsibility

This Job Description sets out a range of duties that will be undertaken by the post holder within the Academic Quality and Standards Office.

The post holder will report to the Director of Academic Quality and Standards, but will also liaise closely with a range of colleagues across the University, including the University Secretary and the Director of Apprenticeships.

The main purposes of the job are:

- 1) To be responsible for the University's compliance with Education and Skills Funding Agency (ESFA) and Ofqual's conditions for registration as an End Point Assessment Organisation for all standards for which the University is approved.
- 2) Ensure that the University remains compliant with the external quality assessment requirements of the Office for Students, the Quality Assurance Agency for Higher Education, Ofqual, Qualification Wales, CCEA and Ofsted, as appropriate, in relation to

apprenticeship and FE provision, and provide expert advice to University senior managers as required.

- 3) Prepare as required, in liaison with key colleagues, reports for external inspection and auditing bodies including the Office for Students, Ofqual, Ofsted and the Institute for Apprenticeships and Technical Education for all ESFA provision delivered by the University and its partners.
- 4) Be the main operational contact for Ofsted, co-ordinate the preparation and gathering of evidence for Ofsted inspections including the preparation of the University's annual Self-Assessment Report and assist with the preparation of similar reports for other organisations connected with the University.
- 5) Support the compliance of other organisations connected with the University (for example, LCME) with EFSA and Ofqual conditions and act as a central point of contact with Ofqual for these organisations.
- 6) Act as a key source of expert advice for partners on the University's End Point Assessment requirements where the partner is the training provider for the associated apprenticeship.
- 7) Manage and supervise the work of the Apprenticeships Officer (End Point Assessment), Quality Officer (LCME and Apprenticeships) and the EPA Administrators.
- 8) Ensure the efficient and effective operation of the University's End Point Assessment Department functions including but not limited to:
 - Appointment of independent assessors;
 - Appointment of EPA External Examiners;
 - Assisting with the procurement of assessment services and procurement and organisation of assessor training;
 - Supporting the management of the movement of apprentices from Gateway to final EPA assessment and post-EPA notification;
 - Recording of grades and overseeing production of certificates following EPA;
 - Maintenance of records;
 - Co-ordination of data provision through the Strategic Planning Office and Apprenticeships Office to the ESFA.
- 9) Manage the University's EPA activities in relation to the PEQF provision.
- 10) Proactively support the University's growth as an End Point Assessment Organisation through contributing guidance and text around EPA activities to the development of bids for additional EPAO activity, course approvals and contracts.
- 11) Ensure the maintenance of complete documentation for all apprenticeships, and FE provision offered by Schools/Colleges and to manage and co-ordinate the maintenance of complete documentation for LCME in line with the General Data Protection Regulations, and other regulatory compliance requirements.
- 12) Manage the development of internal quality monitoring and evaluation processes for apprenticeship and FE provision and to ensure appropriate liaison with external quality assurance organisations.

- 13) Analyse the effectiveness of the processes following implementation and propose enhancements and implement as appropriate.
- 14) Review the impact of apprenticeship provision on other quality processes, for example the external examiner process and the curriculum development and amendment process, in liaison with other members of the Academic Quality and Standards team. Propose enhancements to these processes as appropriate.
- 15) Conduct sector research and share approaches with colleagues at other institutions, in order to enhance processes and embed good practice within the quality management of apprenticeship provision.
- 16) Develop and promote comprehensive guidance documents on the internal and external quality assurance of apprenticeship provision.
- 17) Design and deliver appropriate development briefings/sessions, including for academic and professional services staff and University senior managers.
- 18) Use professional specialist knowledge to advise staff in the development of apprenticeship and FE provision and to attend Course Development and/or Course Approval events as required.
- 19) Maintain close liaison with colleagues across the University with a remit for apprenticeships, developing effective mechanisms for sharing knowledge and good practice.
- 20) Oversee the implementation and monitoring of the University's Apprenticeship and FE and Ruskin College's Quality Improvement Plans and to report on progress throughout the academic year at the appropriate committees and boards.
- 21) Represent the Academic Quality and Standards Office on apprenticeship and FE committees, working groups and project boards as required.
- 22) Ensure the maintenance of registers, schedules and databases, as appropriate.
- 23) Take responsibility for personal development through participating in staff development activity and annual appraisal processes.

In addition to the above areas of responsibility the post-holder maybe required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Dimensions / background information

The Academic Quality and Standards Office (AQSO) oversees the maintenance and enhancement of standards, and all quality assurance activities, processes, and policies on behalf of the University Group for its internal and external academic provision. It is a key player in ensuring that policies are adhered to, and translate into excellent academic practice across all UWL and validation provision. It plays a significant role in advising, training and guiding staff and students on the implementation of regulations and the operation of quality assurance systems, and the monitoring of their effectiveness. It also supports curriculum and course development and external compliance arrangements, as required, and works closely with a number of key stakeholders across the institution. AQSO supports the management of quality

processes for all Higher and Degree Apprenticeships, FE and LCME provision delivered by the University and the wider University Group. The End Point Assessment Department within AQSO is responsible for the End Point Assessment process for apprenticeships.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	First degree, or relevant equivalent professional experience	Essential	X		
	Postgraduate degree	Desirable	X		
	Evidence of continuing professional development	Desirable	X	X	
Knowledge and experience	Extensive experience of working for an FE or HE educational provider in a quality assurance role which includes apprenticeship provision	Essential	X	X	
	Comprehensive knowledge of academic quality monitoring, evaluation and externality processes	Essential	X	X	
	Comprehensive knowledge of English Professional, Statutory and Regulatory Bodies for Apprenticeships, including Ofsted, Ofqual and the Office for Students	Essential	X	X	X
	Experience of FE offer in England	Desirable	X		
	Experience of working at a strategic level with senior stakeholders	Desirable	X	X	
	Experience of line management	Desirable	X		
	Good understanding and knowledge of the wider English HE regulatory framework and related academic quality and standards operations	Desirable	X	X	
Specific skills to the job	Excellent knowledge of MS Office and willingness to learn new packages	Essential	X		
	Extensive experience of drafting committee papers and reports, minute taking, and action monitoring	Essential	X	X	

	Experience of planning and managing a process to completion	Essential	x	x	
	Experience of working with employers or other external stakeholders	Essential	x	x	
	Good general knowledge of the UK Higher and Further Education sector	Desirable	x	x	x
	Good general knowledge around apprenticeships and the apprenticeship journey	Desirable	x	x	x
	Experience of preparing a Self-Assessment Report and monitoring Quality Improvement Plans	Desirable	x	x	
General skills	Ability to assess evidence when making decisions	Essential	x	x	x
	High level ability to analyse data and policy documents	Essential	x	x	
	Excellent organisational and administrative skills	Essential	x	x	
	Outstanding communication skills (written and oral)	Essential	x	x	x
	The ability to prioritise and delegate work as appropriate to meet deadlines	Essential	x	x	
	Good knowledge of statistical methods and applications	Desirable	x		
Other	Attention to detail	Essential	x	x	x
	The ability to work autonomously and as a member of a team	Essential	x	x	
	A positive approach to change	Essential	x	x	

Disclosure and Barring Scheme Is a DBS Check required: **DBS** (This post does not require a DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.