

Job Description and Person Specification

Role: Internal Quality Assurer (IQA)



Job Description

Job Title	Internal Quality Assurer (IQA)
Grade	G6
Service	Adult Education Service
Reports to	G8 - Information Systems Manager - Quality and Business
Location	Southfields Old School / Broad Street Centre / Telfer Road
Job Evaluation Code	A6135



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

The Internal Quality Assurer (IQA) will play a pivotal role in maintaining and enhancing the quality and standards of Adult Education Service educational programmes. The IQA is responsible for supporting the assessment process, ensuring compliance with internal and external quality assurance standards, as well as the development of teaching and assessment staff. This role is essential to ensure that learners receive a high-quality education experience that meets regulatory and awarding body requirements.

Main Duties & Key Accountabilities

Core Knowledge

1. Quality Assurance:

- Monitor and evaluate the quality and consistency of assessments and the internal verification process.
- Ensure compliance with awarding body standards, Ofsted requirements, and internal policies.
- Conduct audits of assessment and verification activities to identify areas for improvement.

2. Assessment Coordination:

- Support assessors in planning, delivering, and evaluating assessments.
- Support standardisation of assessments to ensure fairness and accuracy in learner evaluation.
- Liaise with awarding bodies, external verifiers, and other stakeholders' compliance and quality improvements as required.

3. Staff Development:

- Provide training and/or guidance to assessors and verifiers to enhance their skills and understanding of quality assurance processes, especially those that are new to the qualification.

4. Documentation and Reporting:

- Contribute to maintenance of accurate records of assessment decisions, learner achievements, and IQA activities.
- Prepare reports on the quality of education provision for internal review and external inspections.

- Work with assessors and the Lead IQA to ensure accurate claims are made for certification

5. Learner Support:

- Ensure that assessments are inclusive, culturally sensitive and accessible to all learners, considering diverse needs and backgrounds.

6. Continuous Improvement:

- Identify areas for innovation in assessment and verification processes.
- Develop action plans to address identified issues and enhance the learner experience as required.

- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Awarding Organisations NCS / Prospects	Internal Staff within Employment, Skills and Adult Education Service staff including: Education and Skills Area Lead Managers Education Improvement Professional – Delivery Managers Quality and Business Manager Senior Administrators/Exams Office
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

N/A

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Strong knowledge of quality assurance processes and regulatory requirements in education 	
<ul style="list-style-type: none"> • Up-to-date knowledge of Awarding Organisation guidance. 	
<ul style="list-style-type: none"> • Understanding of importance of providing constructive feedback to the assessor and programme other education staff on all quality assured elements 	
<ul style="list-style-type: none"> • Good awareness of Adult & Community Education landscape 	
Skills and Abilities	
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders. 	
<ul style="list-style-type: none"> • Strong organisational skills, with the ability to manage multiple tasks and meet deadlines 	
<ul style="list-style-type: none"> • Proficiency in using IT systems for assessment and quality assurance purposes 	
<ul style="list-style-type: none"> • Able to think systematically and develop processes to record, analyse and present complex information. 	
<ul style="list-style-type: none"> • Able to evaluate programmes against performance criteria and make recommendations for future action. 	
<ul style="list-style-type: none"> • Ability to work collaboratively as part of a team and independently with minimal supervision 	
<ul style="list-style-type: none"> • Able to work in line with the City Council's Corporate Policies and Procedures. 	
Experience:	
<ul style="list-style-type: none"> • Proven experience in an Internal Quality Assurance role within an education or training setting. 	
<ul style="list-style-type: none"> • Experience of working within adult and community education setting. 	
<ul style="list-style-type: none"> • Demonstrable experience in assessing and verifying vocational qualifications. 	
<ul style="list-style-type: none"> • Experience in mentoring or coaching assessors and teaching staff. 	
Qualifications	
<ul style="list-style-type: none"> • Minimum Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice (or equivalent). 	
<ul style="list-style-type: none"> • Relevant teaching qualification, such as a PGCE, Cert Ed, or Level 3 Award in Education and Training. 	

- Assessor qualification (e.g., Level 3 Certificate in Assessing Vocational Achievement).

Special Requirements

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS - Data Enhanced and Barred – Childrens Workforce is required for this role. Keeping Children Safe in Education 2023)

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