

Quality and Compliance Officer Job Description

Job Title:	Quality and Compliance Officer	Reporting to:	Quality & Compliance Manager
Department:	A&G Business Unit	Direct Reports:	None
Key Contacts:	Tutors, Assessors, Admin, Data, Quality, Compliance	Location:	Warrington/Remote (With National travel)
Date Created:	August 2023	Date Revised:	

Job Purpose

As part of the quality and compliance team, you will work closely with the quality & compliance manager to ensure Cogent's high quality delivery across all our apprenticeship programmes. You will support relevant teachers and assessors to achieve a high standard of education in-line with Ofsted's inspection framework and the awarding bodies we hold centre approval with.

You will need to have a passion for exceeding targets and supporting both the delivery team and our apprentices, so they receive an exceptional learning from start to finish with robust information, advice and guidance at induction and throughout their apprenticeship programme.

Attention to detail and active engagement with delivery and support staff to monitor, improve and maintain high standards of compliance against the Education Skills Funding Agency requirements is key to providing high quality support and development making the department audit ready at all times. You will work within Awarding Body standards and guidelines, policies and procedures as well as wider quality frameworks, such as ISO-9001 and Matrix Standards.

Key Accountabilities:

- Ensure appropriate and sufficient forms of quality assurance are implemented to a high standard.
- To co-ordinate and support the quality & compliance manager to oversee the quality improvement process across all our qualifications and standards and maintain the QIP.
- To work in collaboration with tutor/assessors, IQAs and other staff/managers to ensure active participation in all quality improvement processes including self-assessment, action plans and performance review meetings.
- To maintain quality improvement processes, tracking and reporting systems to ensure that achievement of performance targets are being met and that the department can evidence impact on learner's progress.

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- To identify and report underperforming areas and implement robust actions plans which are clear about corrective actions and impact on learners.
- To work with managers to ensure a high quality and fully compliant learning experience which satisfies the requirements of internal and external quality standards and regulatory bodies.
- To engage with learners and employers undertaking induction, onboarding and support visits, providing high quality and robust IAG throughout the apprenticeship programme.
- To ensure the department is inspection and audit ready at all times.
- To support in the development of quality processes to enable tutors and assessors to achieve good / outstanding grades including the embedding of maths, English and ICT, British Values, safeguarding, ED&I etc.
- To support the quality & compliance manager in ensuring good/outstanding learning, teaching and assessment observation practices are embedded across all tutor/assessors/IQAs.
- To ensure effective and robust assessment and internal verification procedures and practices are in place and being adhered to in line with Cogent policies, regulatory and awarding requirements.
- Undertake any other duties that may be reasonably required as business needs arise.
- Be responsible for promoting and safeguarding (including Prevent) the welfare of all Cogent's learners and adhere to Cogent's Safeguarding policy at all times.

Knowledge Skills and Qualifications

Essential:

- A recognised assessor qualification (TAQA/A Units)
- Teaching qualification at level-3 or higher
- A minimum of 3 years' experience working in a quality improvement / assurance role
- Recent experience of delivery with apprenticeship standards
- Understanding of the current EIF and ESFA funding rules
- Evidence of recent Continuous Professional Development
- Experience of working with awarding bodies (e.g., Pearson, City & Guilds etc.)
- Attention to detail and keen eye for accuracy

Desirable:

- A recognised IQA qualification
- Management / Leadership / Supervisor qualification at level 3 or higher
- A STEM qualification at level 3 or higher
- Understanding of Quality Standards e.g., Matrix
- Understanding of End Point Assessment
- Experience of electronic learner tracking / monitoring systems e.g., Smart-assessor, OneFile

This role requires a full enhanced DB check

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NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.

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