

Lead Internal Quality Assurer- Health & Social Care

Contract term: Permanent, full-time

Hours: 37 hours

Location: ACT Ltd, Ocean Park House, Cardiff (Hybrid)

Salary: £31,700 rising to £34,200 per annum pro rata

If you would like to work for an organisation that demonstrates outstanding commitment to staff engagement, has gained a place on the Times Best 100 Companies to work for in the UK for the last eight consecutive years and that holds Investors in People Platinum accreditation we would love to hear from you!

Who we are:

As Wales's largest Training Provider, ACT provide a wide range of training programmes and qualifications including Traineeships, Apprenticeships, Higher Apprenticeships and Schools provision across 30 different sectors throughout Wales.

ACT is all about people. With a family feel culture we believe our employees are our greatest asset. We're all extremely passionate about making a positive difference to people's lives by providing excellent learning programmes and opportunities.



What you'll do:

We are looking for an encouraging individual who will support the Health and Social Care assessors with the delivery of Apprenticeship qualifications / frameworks and Higher Apprenticeship qualifications / frameworks to learners and to contribute to the quality and development of ACT's programmes. The role involves leading the internal quality assurance of assessment and to manage a small caseload of learners, if appropriate.

The role is predominately based at our Cardiff Head Office, covering the South Wales area and fits within the Health and Social Care reporting to the Deputy Route Manager.

ACT is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities

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- E-learning platform available to all staff

What you are responsible for:

- To follow the responsibilities set out in the IQA policy and maintain key performance indicators with allocated assessors.
- Mentor/coach allocated assessors to ensure all activities are completed and data reflects expected standards
- To follow IQA sampling plan and undertake sampling in accordance with individual assessor risk assessment rating and monitor the outcomes
- To record IQA activity on correct documentation/digital platform, ensuring accuracy on data management systems (vision/ONEFILE).
- To monitor all IQA reports on the internal data management systems to ensure accurate sampling, timely completion, outstanding referrals, IQA errors and other key performance indicators as dictated by current data trends.
- To ensure assessors are fully supported and that delivery guide actions are met.
- To provide full feedback to assessors on all aspects of learner journey expectations.
- To ensure all assessors are embedding skills such as Literacy, Numeracy, Digital Literacy and incidental Welsh
- To carry out and accurately document quality observations and learner interviews as per IQA sampling plan and quality risk ratings.
- To attend IQA meetings/standardisations and lead activities where needed to support the development of the curriculum/assessment expectations
- To feedback to LIQA on assessor performance and discuss plans for development/growth, including where needed assessor support plans.
- To support assessor inductions and training using the coaching/mentoring approach.
- To develop resources in line with the LIQA and curriculum team to reflect qualification expectations
- To attend and actively participate in all standardisation meetings and undertake improvements, as required
- To maintain own CPD including occupational competence and updates from awarding organisations and sector skills.
- To monitor assessor CPD including occupational competence and updates from awarding organisations and sector skills and ensure these are recorded on the appropriate data management systems.
- To ensure second line assessment is carried out according to ACT policy and procedures
- To attend and take part in awarding organization visits, as directed by the LIQA

- To ensure whole framework expectations and advise assessors on appropriate actions
- To develop and enhance the use of digital platforms for a blended learning approach, as dictated by industry requirements.
- Ensure assessors are engaging with workplace employers throughout the learning experience
- To monitor learner progression against the delivery model and that all ALN requirements are identified and an adaptation's implemented
- To monitor, respond and follow up poor learner progress and areas for improvements for assessors.
- Any other duties as requested by your Manager, which may be necessary from time to time.

Personal and other duties and responsibilities:

- To actively keep updated with the company's services and programmes
- To continually develop yourself by attending courses, meetings, training events, workshops and seminars
- To demonstrate clear written and verbal communication skills
- To be highly self-motivated and organised
- To ensure effective customer care skills
- A recognition and regard for observing confidentiality
- The capacity to work as part of a team
- An ability to work on own initiative and meet set timescales
- General housekeeping duties
- To display **ACT** core values at all times.

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Person Specification

What we are looking for:

	Assessment Method	Essential	Assessment Method	Desirable
Experience	A	Application/ Interview	A	Experience in a managerial position in the Health and Social Care sector
	B	Application/ Interview		
	C	Application/ Interview		
Qualifications & Knowledge	A	Application/ Certificate verification	A	Application/ Certificate verification
	B	Application/ Certificate verification	B	Application/ Certificate verification
Skills & Attributes	A	Interview	A	Welsh speaker
	B	Interview		
	C	Interview		
	D	Interview		
	E	Interview		
	F	Interview		
	G	Interview		

	H	Interview	Team player with ability to work on own initiative			
	I	Interview	Delegation Skills			
	J	Interview	Coaching & Mentoring skills			
	K	Interview	Willingness to undertake personal & professional development in relation to your role and business needs			
Personal Qualities	A	Interview	To uphold ACT Values			
	B	Interview	Maintains CPD			
Other	A	Interview	Hold a full U.K. driving licence			

Have you got what it takes? <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=527-9B7AAB5D-403A-4465-A6FE-A54AB5AF32C9&VacancyID=25134-7F74F24C-BAED-467D-A2DB-6D9E64DA8F36>

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