



RECRUITMENT PACK

External Quality

Assurance Manager



FutureQuals®



01530 836668



JoinUs@futurequals.com



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FutureQuals®

About Us

Future (Awards and Qualifications) Ltd T/A FutureQuals® is a forward-thinking, Learner-centric and customer-focused awarding and end-point assessment organisation committed to excellence.

As an awarding organisation, we create, quality assure and certificate qualifications. We operate predominantly within the pre-hospital care sector, but also work within aviation, care, and education and training.

Recognised to offer regulated qualifications in England, Wales, Northern Ireland, and accredited qualifications in Scotland, FutureQuals provide approved Centres with specialist, progressive qualifications.

FutureQuals is recognised to deliver high-quality apprenticeship end-point assessment for employers and training providers in England.

Our Mission

To provide Learners, Centres and Organisations with respected, valued, inclusive and quality assured qualifications and assessments.

Our Vision

We envisage a place in which every Learner achieves their full potential.

Our Values

Visionary | Supportive | Innovative | Professional

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Role Purpose

To manage the quality assurance function of the Awarding Organisation (AO), and the recruitment, onboarding, and standardisation of the external team of contracted External Quality Assurers.

Location

EMP House
Telford Way
Coalville
LE67 3HE

what3words location:
sculpture.sizes.miles

Working Hours

37.5 hours per week
Monday-Friday
0900-1700

Salary

Competitive



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JOB DESCRIPTION

Key Responsibilities

- Develop and implement FutureQuals' External Quality Assurance (EQA) strategy, ensuring alignment with the organisation's values, goals and standards.
- Identify and prioritise cohorts that necessitate quality assurance activities, following the Centre Assessment Standards Scrutiny Strategy (CASS) guidelines.
- Thoroughly review EQA reports, conducting meticulous checks to maintain the highest quality standards.
- Take the lead in recruiting and onboarding new External Quality Assurers (EQAs), fostering a team of dedicated professionals.
- Vigilantly manage and address actual or perceived conflicts of interest, ensuring impartiality and integrity in the quality assurance process.
- Strategically plan, coordinate, and facilitate EQA and assessor standardisation activities, collaborating closely with technical experts to uphold consistency and excellence.
- Assess and meticulously document EQA competences, ensuring that they consistently meet or exceed the minimum requirements.
- Continuously supervise and enhance quality assurance processes, emphasising efficiency and effectiveness.
- Collaborate closely with the relevant Qualification Manager to develop and implement innovative EQA toolkits, ensuring standardisation and compliance.
- Proactively develop, review, and meticulously monitor quality assurance policies, procedures, and systems to ensure ongoing compliance with regulatory requirements.
- Effectively manage incidents, issues, appeals, and complaints in strict accordance with established policies and procedures, offering viable solutions to mitigate risk and prevent recurrence.
- Provide comprehensive support for the preparation, contribution, and participation in external agency audits, demonstrating FutureQuals' commitment to transparency and quality assurance.



Values

Visionary

Supportive

Innovative

Professional

Person Specification

Qualifications, Knowledge and Experience

ESSENTIAL

- Hold a recognised Assessor qualification (e.g. D32/33/A1/CAVA)
- Hold a recognised IQA qualification (e.g. D34/V1/L4AIQAAPP)
- Proven experience as an IQA
- Proven experience of effective relationship management
- Proven experience of developing assessors and IQA's
- Experience of working in a regulated awarding body/organisation
- Knowledge and experience of assessment methodologies

DESIRABLE

- Have experience of delivering clinical education programmes
- Knowledge of regulatory requirements relating to end-point assessment
- Have experience of internally quality assuring within the health sector
- Experience of work as an Ambulance Technician or Paramedic
- General management qualification
- Hold a teaching qualification (level 3,4 or above in Education and Training; PGCE or equivalent)
- Hold a qualification within the FutureQuals core subject areas
- Hold a recognised external quality assurance qualification

Characteristics

- **Honesty/ integrity** - Does not cut corners ethically. Earns trust and maintains confidences. Does what is right, not just what is politically expedient. Speaks plainly and truthfully
- **Organisation and planning** - Plans, organises, schedules, and budgets in an efficient, productive manner. Focuses on key priorities
- **Attention to detail** - Does not let important details slip through the cracks or derail a project
- **Proactivity** - Acts without being told what to do. Brings new ideas to the company
- **Communication** - Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains this standard in all forms of written communication, including e-mail





Benefits

Other benefits of working at FutureQuals include:

- Free on-site parking
- 35 days annual leave (including bank holidays) FTE
- Free employee assistance programme
- Free access to exclusive discount portal
- Training and development opportunities
- Modern air-conditioned offices
- Free electric car charging
- Dog-friendly office
- Plus more



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FutureQuals is a great place to work.

Here's what some of our brilliant staff had to say in our last Staff Survey:

"Continuously looking for new ways to improve the company and further its growth"

"Engages with employees, listens to their ideas and regularly provide feedback"

"Staff motivated to grow and progress professionally"

"Excellent working environment"

"Great atmosphere in the office"

"Friendly team and understanding management"

Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, race, colour, gender, marital status, religion, ethnic origin, nationality, disability or sexual orientation. Any appointment will be made on merit alone.



How to Apply



To apply please email your CV and a covering letter to JoinUs@FutureQuals.com



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