

	<b>Job Description:</b> <b>Quality Assurance Manager</b>
<b>Reporting to:</b>	Standards and Quality Assurance Manager (SQAM)
<b>Responsible for:</b>	CASS Operations Manager Counselling Qualifications Professional: Quality Assurance
<b>Department:</b>	Quality Assurance (QA)
<b>External contacts:</b>	External Verifiers External contractors for CASS work Centre tutors, managers, staff Ofqual, Qualifications Wales, CCEA Regulation and IfATE
<b>Purpose:</b>	To manage QA processes for both regulated and tailor-made qualifications. To manage the implementation and review of the organisation’s Centre Assessment Standards Scrutiny (CASS) strategy and monitor continuous quality improvement. To ensure quality assurance processes meet regulatory and best practice standards and provide leadership and training on assessment standards.
<b>Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Manage the implementation of CPCAB’s Centre Assessment Standards Scrutiny (CASS) strategy.</li> <li>• Lead the review of CPCAB’s CASS strategy to ensure it meets company objectives, upholds regulatory requirements and meets best practice standards.</li> <li>• Undertake audits of QA processes, policies, and documentation. Ensure documentation produced by CPCAB for CASS processes remains fit for purpose.</li> <li>• Manage and provide guidance and training on External Quality Assurance (EQA) and centre Internal Quality Assurance (IQA) requirements.</li> <li>• Support the quality assurance team and centre and qualifications support team when responding to issues concerning EQA and IQA.</li> <li>• Ensure that CASS services, eg the External Verification (EV) service, Independent Verification (IV) service and standardisation service meets regulatory requirements, company objectives and best practice standards.</li> <li>• Maintain and update knowledge of industry standard quality assurance processes to consistently map CPCAB processes against.</li> <li>• Manage risks associated with the CASS Strategy, eg centre assessment via the EV and IV services, ensuring risks are monitored, responded to and resolved. This includes annual review of qualification risk as well as centre level risk.</li> <li>• Provide line management and leadership of the QA team, including conducting line management supervision and annual appraisal and inspiring team members to deliver excellent results with care.</li> <li>• Contribute to reporting cycles, development of processes and attend committees and meetings relevant to the post.</li> <li>• Chair relevant committees.</li> </ul> <p>This list is not exhaustive, you may identify or be asked to undertake other duties where appropriate to your role.</p>	
Contingency	Standards and Quality Assurance Manager CQP:QA CASS Operations Manager

## Person Specification

Criteria	Essential	Desirable
Educated to degree level 6 or equivalent	✓	
Teaching qualification or experience	✓	
Experience and knowledge of the regulatory landscape and assessment standards in adult education	✓	
Ability to coordinate projects, liaise between teams and prioritise workload	✓	
Experience of leadership, line management or people management	✓	
Qualification in assessment and/or IQA	✓	
Experience of systems for quality assurance	✓	
Evidence of continuing professional development	✓	
Experience designing and delivering qualifications and CPD training		✓
Experience delivering and assessing CPCAB qualifications		✓
Excellent written and verbal communication skills	✓	
Professional skills including confidentiality and integrity	✓	
Strong IT skills including the use of IT to collaborate on documents and communicate with internal and external contacts	✓	
Collaboration skills and working effectively in a team	✓	
Flexible and approachable	✓	

Your job description has been mapped to the [General Conditions of Recognition](#) of CPCAB's regulators. Your line manager will discuss your responsibilities in relation to this section following your initial training.

A6, A7, A8, B7, D4, D5, D6, E1, E2, E3, E4, E5, E7, E8, E9, E10, G1, G2, G3, G4, G8, G9, H1, H2, H3, H4, H5, I1, I2, I3