

	Job description: Qualification Standards Case Worker
Reporting to:	Qualification Standards Manager
Responsible for:	n/a
Team:	Qualification Standards
External contacts:	Ofqual, Qualifications Wales and CCEA Regulation Federation of Awarding Bodies Centre tutors and managers Candidates Assessors and verifiers
Purpose:	To provide case management support across qualification standards functions, including malpractice, maladministration, complaints, appeals, and whistleblowing, ensuring all cases are handled efficiently, confidentially, and in line with regulatory and organisational requirements.
Responsibilities:	
• Handling of qualification standards cases, including malpractice, maladministration, complaints, appeals, and whistleblowing, ensuring fair and timely resolution in accordance with established procedures. • Coordinate and prepare documentation for Qualification Standards Panels. • Facilitate and share in decision making at Qualification Standards Panels, accurately recording discussions, decisions, and actions to maintain a clear audit trail. • Utilise knowledge of regulatory and organisational requirements in relation to qualification standards, complaints and malpractice/maladministration to ensure investigations are carried out effectively and resolved. • Assist in maintaining secure and organised case records, ensuring all evidence, correspondence, and outcomes are logged and accessible in compliance with data protection requirements. • Support the Qualification Standards Manager in monitoring progress and outcomes for all active cases, escalating any delays or risks to compliance or timeframes. • Contribute to the reporting processes for the Qualification Standards department, including compiling data, identifying case trends, and supporting the production of regular and annual reports. • Design, maintain, and update case tracking and monitoring systems for qualification standards work, departmental plans, and improvement projects. • Assist in the development and continuous improvement of departmental processes, ensuring efficiency, consistency, and alignment with regulatory standards. • Provide administrative support for the organisation and follow-up of departmental and interdepartmental meetings, including scheduling, document preparation, and record keeping. • Handle sensitive communications with care, ensuring confidentiality, professionalism, and compliance with data protection legislation at all times. • Collaborate with colleagues across the business to ensure effective communication and coordinated case management. • Support the preparation of information required for audits, regulatory reporting, or internal reviews of qualification standards processes. • Contribute to the identification of potential risks or emerging themes within casework and escalate concerns to management where appropriate.	

- Promote a fair, consistent, and learner centred approach to all case management and panel coordination activities. - Undertake other duties as required to support the effective operation of the Qualification Standards function and its continuous improvement objectives.	
Contingency	- Qualification Standards Manager - Qualification Standards Assistant - CQP: Standards
To meet the needs of the business this job description may be updated or amended, and the individual working in this role will be required to complete all reasonable duties as would be expected with this type of role, as directed by a manager.	

Person Specification

Criteria	Essential	Desirable
Excellent administrative and organisational skills	✓	
Good written and verbal communication skills	✓	
Professional skills including personal administrative support, coordination of diaries, handling correspondence	✓	
Excellent IT skills including the ability to use IT to collaborate on documents and communicate with internal and external contacts	✓	
Experience of coordinating projects, liaising between teams, time management skills and ability to prioritise workloads	✓	
Understanding of qualification standards and current regulatory frameworks in education		✓
Experience of working to best practice requirements in the resolution of malpractice/maladministration/complaints	✓	
Ability to make professional judgements	✓	
Ability to work autonomously	✓	
Self-motivated	✓	
Attention to detail	✓	
Understanding of current counselling landscape and regulatory bodies		✓
Collaboration skills and working effectively in a team	✓	
Demonstrate exceptional standards of confidentiality and integrity	✓	
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, B3, B4, B6, B7, B8, C2, D1, D2, D3, D4, D7, G6, G7, G8, G9, I1, I2.