

	Job description: Quality Assurance Professional
Reporting to:	Quality Assurance Manager
Responsible for:	N/A
Team:	Quality Assurance
External contacts:	External Verifiers Independent Verifiers Centre tutors and managers
Purpose:	To support the Quality Assurance Manager and CASS Operations Manager in the provision of Quality Assurance (QA) services to Centres. To ensure centres are supported to understand and respond to CPCAB's QA requirements, so that results issued to candidates are accurate and well evidenced through robust assessment.

Responsibilities:	
	• Provide specialist support and guidance to CPCAB Verifiers, and Centre staff involved in Quality Assurance, to understand both the practical requirements and relational ethos of CPCAB's QA service. • Respond to and manage issues arising from external and internal quality assurance to ensure accurate awarding of CPCAB qualifications. • Support the planning and delivery of EV/IdV training. • Contribute to the upkeep of QA documentation, ensuring mapping to QA best practice and inclusion of stakeholder feedback. • Conduct Quality Assurance activities (External Verification/Independent Verification) for CPCAB centres. • Support the implementation and review of CPCAB's CASS strategy to ensure services meet regulatory requirements. • Work alongside the CASS Operations Manager to plan and allocate External Verification/Independent Verification service provision. • Support the digital literacy of those conducting Quality Assurance activities, including training Verifiers and CQPs to ensure smooth and effective sampling takes place • Review Verification reports to ensure accuracy of reporting, consistency across the service, conduct appropriate risk tracking, and refer on where appropriate. • Contribute to planning and delivery of tutor standardisation days. • Make recommendations via general reporting structures. • Provide centre support via telephone and e-mail. • Contribute to the development of QA systems and processes.
Contingency	Counselling Qualifications Professionals Centre and Qualifications Support Team Leader Quality Assurance Manager
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
Educated to degree level or equivalent	✓	
Experience of delivering and assessing counselling training programmes within FE and/or HE	✓	
Ability to make professional judgements	✓	
Understanding of quality assurance systems in education and principles of assessment	✓	
Experience using digital systems to carry out QA work e.g: ePortfolios, Intranets, Zoom	✓	
Quality Assurance/Verification qualification		✓
Evidence of relevant and recent CPD in therapeutic practice	✓	
Experience as a counselling practitioner and supervisor		✓
Ability to work autonomously	✓	
Experience as an assessor / verifier / moderator	✓	
Self-motivated	✓	
Excellent verbal and written skills	✓	
Attention to detail	✓	
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.

A4, A6, A7, A8, B7, C2, D7, G4, H1, H2, H5, H6, I4