Quality Assurance Officer

# About DSW

Established in 1999, DSW currently operates almost exclusively within the financial services and insurance sectors. The DSW business family comprises of three distinct divisions; L&D consultancy and training; learning resourcing; and apprenticeship services.

We strive for results which exceed client expectations through embracing our tenets of being innovative, inspiring and incisive, with all actions underpinned by a business culture of integrity.

We are investing in our business to continue our growth over the next three years.

More information is available via our websites:

[www.dswconsulting.co.uk](http://www.dswconsulting.co.uk)

# Role Purpose & Context

* Doran Scott Williams (DSW) is a leading End-Point Assessment organisation working with some of the biggest employers and training providers in the UK
* We have enjoyed significant growth in this area over the last two years and are now looking to appoint a Quality Assurance Officer within our Apprenticeships Team
* The Quality Assurance role sits within our apprenticeship End-Point Assessment business and will see you will play a key role ensuring that our assessments are delivered in an accurate, consistent and compliant way

# Key Responsibilities

* Scheduling of standardisation meetings and follow-up administration to ensure reports are written and communicated in timely way
* Scheduling induction training and recording attendance
* Reviewing IEPA CPD records ensuring these are detailed and that relevant CPD activities have been undertaken
* Data analysis across apprenticeship standards, training providers and independent assessors to identify trends and support quality improvement
* Processing Reasonable Adjustments and Special Considerations
* Processing appeals, ensuring records are accurate and up-to-date
* Allocating workloads to IQAs
* Supporting with onboarding process of new IEPAs and IQAs
* Conducting quality assurance activities, including assessment sampling and observations, providing clear, constructive and timely feedback
* Supporting and preparing for EQA audits
* Reviewing and analysing apprentice feedback

# Skills & Experience

The successful candidate will be someone who can demonstrate a solid track record of working in a quality role. Some of the key attributes we look for include:

* Strong IT skills, particularly with the Microsoft suite
* Excellent communication skills when working with colleagues, associates and clients
* Great organisation skills and attention to detail to manage your own workload, prioritise tasks and get things right first time
* Professional, courteous, passionate, flexible, pragmatic, personable with a confident, ‘can do’ attitude
* Innovative, inspiring, incisive individual who works with integrity
* A relevant assessor and verifier qualification such as D32/D33/A1 or CAVA is desirable