**Who we are?**

This is an exciting time to join the TCHC Group. TCHC Group was set up in August 2004. Since then, we have continued to develop and deliver programmes to support both young people and adults to learn, achieve and progress toward greater opportunities. TCHC is an organisation that believes in creating opportunities for all. It is an organisation that is ethical, friendly, and considerate and encompasses these values in all its services and operations. Most of all we believe in working together as a team to create opportunities for the individuals we work with to grow, to help them recognise and achieve their aspirations and goals and attain a positive outcome.

The staff who work for TCHC are learner-centric and want to make a real difference to the people they work with, enabling them to improve their employment situation, some of whom will have had poor experiences of learning and employment in the past. Some may have complex lives and require signposting to other organisations who can help.

Staff are valued and recognised for the contribution they make towards the organisation’s vision and goals and the effective support they provide to the individuals we engage with. We have a strong belief that success is created together; one of the reasons why we are a great employer to work for.

**TCHC is a disability confident committed employer.**

**Who are we looking for?**

### TCHC is looking for passionate and qualified Internal Quality Assurers to quality assure our study programmes across our delivery including:

### Functional skills

* Business and Retail
* Employability/Progression

### Health and Social Care

* Construction

### We are looking for an experienced Internal Quality Assurer (IQA) who will, working alongside existing IQA staff, support the TCHC Group delivery to ensure that Tutors and Centre Managers are working to the highest of standards and meeting all the requirements to successfully achieve their learners on programme.

### Travel is essential for this role.

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| **Job Title:** | Youth Programmes Internal Quality Assurer |
| **Location:** | Based at the closest TCHC Office/Hybrid (Travel across the East of England and other areas as required ESSENTIAL) |
| **Working Hours:** | 8.30 am to 5.00 pm OR 9:00am to 5:30pm, Monday to Friday, 1-hour lunch, 37.5 hours per week |
| **Contract Type:** | Perm |
| **Reports to:** | Curriculum and Quality Manager |
| **Salary Band:** | £29,000 to £34,000 per annum |

**What are we looking for?**

**Qualifications:**

PTLLS, Certificate of Education or PGCE qualification

Assessor qualification at Level 3 or above

Level 4 IQA qualification

Level 2 Functional Skills qualifications or equivalent in English and Maths

**Main Tasks & Responsibilities**

Work with the Curriculum and Quality Manager to ensure the Quality Assurance (QA) strategy is fully implemented across the TCHC Group in terms of, but not restricted to; IQA Sample Planning, Standardisation, Observations of Teaching, Learning and Assessment, Site Support Visits, Coaching, CPD and Customer Service Calls.

As an IQA you are required to carry out the following duties in the context of TCHC’s policies and practices, particularly Safeguarding, Prevent, Equality and Diversity, Health and Safety and Data Protection:

Monitoring and Continual Improvement

* Undertake regular CPD and record it using company documents.
* Visit offices and centres to conduct quality assurance checks and provide advice and suggestion for improvement.
* Undertake qualifications where suitable as part of your own learning and development.
* Check Schemes of Works as required.
* Work with teaching staff to ensure learners complete timely.
* Prepare teaching staff risk bandings in line with company requirements.
* Attend any training and meetings as required including external events.
* Be responsible for promoting and safeguarding (including Prevent) the welfare of all learners for whom you have responsibility for or with whom you come into contact with and adhere to TCHC’s Safeguarding and Prevent policies.
* Carry out compliance checks on learner reviews and other vital documentation relating to the learner journey.
* Ensure that quality cycles are followed.
* Take responsibility for ensuring that the centres make progress towards agreed tasks set in the quality improvement plan.
* Contribute to the company self-assessment process.
* Participate in audits, centre mock inspections and deep dives as required.
* Review support provided to SEND learners and those with an EHCP to work with teams to ensure the learner receives the best possible experience.
* Work with key stakeholders to monitor learner progress and intervene where there is cause for concern.

Sampling

* Carry out customer service calls to learners and employers to gain feedback on the quality of education they receive.
* Maintain IQA Sampling Plans to cover all qualifications and teaching staff.
* Carry out regular summative and formative sampling as required.

Support

* Provide teaching staff with recorded support based on their training needs.

Observations

* Carry out Observations of teaching, learning and assessment as required and keep tracking systems updated.
* Ensure observation development plan tasks are completed timely.
* Work closely with centre teams to encourage and challenge them to improve over time.
* Promote peer to peer observations where possible.

Standardisations

* Book standardisations according to the standardisation planner, well in advance of the meetings.
* Prepare standardisation agendas and send out at least 1 week prior to the meeting.
* Chair standardisation meetings and take minutes.

Surveys

* Ensure that staff complete standardisation surveys following meetings and review the data to improve their experience for next time.
* Check learner, parent/carer, local authority, and partner surveys, share success and make recommendations of how improvements can be made.

Awarding bodies/OFSTED

* Follow all company policies and procedures.
* Be familiar with and research updates to qualification specifications and handbooks for subjects quality assured.
* Participate in OFSTED inspections as required.
* Be very familiar with key company policies.
* Attend External Quality Assurance (EQA) visits as required and follow up on any actions and recommendations to achieve/maintain Direct Claim Status

**Note:** These responsibilities serve as an initial outline for the tasks that the post holder will initially be expected to perform. Changes may occur over time to accommodate evolving job requirements and adapt to shifting circumstances.

Furthermore, given the dynamic nature of our operational environment, it is crucial for individuals in these roles to demonstrate flexibility and a willingness to travel to different work locations. This outline represents an initial plan and will be subject to periodic review as part of our Continuous Professional Development process.

**Confidentiality**

The individual in this role is responsible for upholding the confidentiality of information pertaining to clients, staff, and other stakeholders. Certain aspects of their work involve handling confidential information, which should not be disclosed to individuals outside the scope of their official duties. It is imperative that the post holder consistently always adheres to the provisions of the General Data Regulation Act.

**Safeguarding, Prevent & Equal Opportunities**

TCHC is dedicated to promoting equal opportunities and preventing discrimination for everyone. Our commitment extends to adhering to Safer Recruitment Policies, safeguarding practices, complying with the Prevent Duty, and advocating for the well-being of children, youth, and adults. In pursuit of our dedication, we will continuously enhance and refine our robust safeguarding processes and procedures, fostering a culture of safeguarding among our team members and volunteers.

**Pre-employment checks**

The company also conducts an internal online search on social media platforms in accordance with the Keeping Children Safe in Education guidance. Should any pertinent information arise from this search, it will be discussed with the applicant as part of the recruitment process.

Please note that upon a successful job offer, the company performs digitalised right-to-work checks and initiates DBS applications through an external service provider. An enhanced DBS check, including the barred list, is mandatory for this role.

**Rewards for your hard work**

For us here at TCHC reward means far more than just pay. Our generous and competitive benefits package includes:

* Annual leave up to 25 days plus 8 public Bank Holiday
* We operate a Christmas and New Year shutdown period in which you will receive additional 3 days of leave at full pay to cover this closure period after 1 year service.
* When your birthday falls on a working day you will receive this day off at full pay.
* Sickness’ pay allowance after the probationary period.
* Pension scheme after 3 months you have been employed with us
* Bupa Cash Plan, level 1 paid by the company after the probationary period.
* Employee Assistance Programme to access help and support 24 hours a day every day of the year for immediate family (eligibility applies)
* Discounted membership for BUPA (subject to the qualifying conditions)
* Long Service club loyalty gift upon completion of 5 and 10 years’ of continuous service
* Quarterly and annual awards
* Company tools and equipment for the performance of your duties
* Reimbursement of travel expenses

**How to Apply**

To apply please complete the application form online at: <https://tchc.net/apply-now/>

**Application deadline**

The closing date for applications is 31/08/2024.

**Interview dates**

Interviews are scheduled for W/C 04/09/2024.