

L&D Quality Assurance Officer

District/Department	HR Services – Learning & Development	Rank/Grade	Band D
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Role purpose:	To provide support, advice and guidance in relation to the quality of Learning and Development provision within Humberside and South Yorkshire Police.
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Summary of Main Duties:

The post-holder will be involved in all aspects of Quality Assurance (QA) work, across both Humberside Police (HP) and South Yorkshire Police (SYP). This will involve:

- Trainer observations
- Evaluation of learning interventions
- Learning needs analyses
- Giving advice and guidance to trainers on course design
- Design and delivery of training programmes
- Acting as assessor and IQA for candidates undertaking qualifications
- Conducting standardisation meetings
- Developing and maintaining QA frameworks in line with the Apprenticeship Scheme(s)
- Acting as point of contact for the EQA
- Supporting ongoing activity around CET qualification and transition from IPLDP to PEQF

In general, the post-holder will:

- Prioritise and agree QA-related projects with line manager and Head of L&D, as appropriate
- Agree project specifications with line manager and nominated sponsor/project manager
- Build and retain good customer relations with key stakeholders within the organisations
- Complete and maintain documentation and records to support the project definition and implementation, with monitoring and completion of project reports/feedback/reviews as required
- Design and implement plans for undertaking projects, including collecting, collating and analysing data in consultation with line manager, as appropriate
- Present findings to sponsors and stakeholders, as appropriate, through written and verbal reports and presentations.
- Develop and maintain records and documentation for assessment and accreditation activities in line with the requirements of awarding bodies and recognised police QA frameworks
- Undertake a range of evaluation and fact-finding activities, including face-to-face interviews, facilitating groups and questionnaire surveys, as appropriate
- Identify trends, make recommendations for action and compile initial reports.
- Provide support and advice to individuals involved in the assessing and IQA of activities related to accreditation of competence
- Represent HP and SYP at related regional meetings and occasional national events
- Maintain and store confidential records and documentation in line with current legislation and force/other relevant frameworks and policies
- Any other duties commensurate with the grade of the post.

Flexibility is required in terms of working hours and location, as work activities will take place across various HP & SYP locations, linking in with officers and staff on varying shift patterns. As such there is travel within and external to the boundaries of HP & SYP, and the post-holder must hold a full driving licence and business insurance for their vehicle.

Competencies/behaviours

Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.

Competency	CVF Level
https://profdev.college.police.uk/professional-profile/assessor/	Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	2
We take ownership	2
We are collaborative	1
We deliver, support and inspire	2
We analyse critically	1
We are innovative and open-minded	1
Core values for ALL employees:	
Integrity	Public Service
Impartiality	Transparency

Experience, Education and Skills: Ideally between 4 and 6 of each

Essential Criteria (used for short-listing):

Learning and Development qualification at Level 3 or above or equivalent.
Level 3 Assessing in the Workplace qualification or equivalent (e.g. A1/D32/D33).
Level 4 Internal Quality Assurance of Assessment Processes and Practice qualification or equivalent (e.g. V1/D34), currently working towards, or willing to work towards.
Able to use Microsoft Excel to a basic- intermediate level.
Flexibility in working practices i.e. weekend and early morning / evening working.
Experience of or prepared to travel within and outside of the Forces' areas to deliver training, give advice, guidance, coach and mentor, or willingness to do so.
Desirable:
Learning and Development qualification at Level 4 or above or equivalent.
Occupationally knowledgeable to IQA assessors' work and that of their candidates.
Experience of working with National Occupational Standards and quality assurance models/frameworks (e.g. Police Service Quality Assurance Scheme; Apprenticeship Schemes).
Experience of operating within a police / confidential environment.
Able to produce statistical information to support quality assurance process.
Research skills to undertake project work and analysis.