

## Job Description: Quality Coordinator (Maladministration and Malpractice)

Permanent/Full time

Location: Sale

Salary: £22,000

Reports to: Quality and Compliance Manager

Line Management Responsibilities: None

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### Overview

Our Quality Coordinator (Maladministration and Malpractice) ensures that all instances of maladministration and malpractice are investigated thoroughly to ensure that our awards and certificates are valid and reliable. Having a wealth of experience in Quality Assurance and investigations/case management is essential as you will work to ensure that all notifications of maladministration and malpractice are handled correctly.

This role involves building relationships with our bank of External Quality Assurers and Quality departments in other awarding organisations to share information and to ensure centre compliance. The role helps support our drive for constant improvement and focuses on ensuring that we meet the regulatory requirements as set by our regulators, whilst maintaining the highest standards and customer service.

This role requires an absolute dedication to quality, with the ability to carry out effective and efficient investigations and maintain very high standards.

TQUK has three values that we ask of everyone who represents us to live by; be courteous, have a willingness to learn and put the team first. Through these three values we offer our customers unrivalled service and can make TQUK be the best it can be.

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### Key responsibilities

- Coordinate the investigation of all instances of maladministration and malpractice
- Monitor and maintain centre and training provide sanctions in-line with TQUKs policies and procedures

- Provide advice and guidance on investigations to TQUK centres
- Support the Quality & Compliance Manager and Quality Team Leader by carrying out investigations into potential malpractice and maladministration
- Monitor actions that have been issued to recognised centres and support the sanction escalation process with detailed information and reports
- Support the Quality Coordinator (EQA) and Lead EQA with standardisation and training meetings for TQUKs team of EQAs by identifying trends in maladministration and malpractice, and providing feedback
- Attend centres and training providers for the purpose of investigating instances of maladministration and malpractice, where appropriate
- Act as liaison on Quality related matters with EQAs, the Quality team, and the wider business
- Efficiently and accurately use diary programmes and other software applications to plan, support and produce accurate and timely reports of maladministration and malpractice

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### Other responsibilities

- Maintain excellent working knowledge of Training Qualifications UK products, internal and external processes, and regulatory obligations
- Efficient and effective data and file management; inputting, filing, monitoring of data
- Assist the Management Team with development or improvement of systems to manage Maladministration and Malpractice
- Promote understanding of the Internal Quality Assurance and External Quality Assurance processes internally at Training Qualifications UK
- Support other members of the Quality team, when required

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### Key requirements

- English and Maths at a minimum of Level 2
- Excellent level of computer literacy in Microsoft programmes

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### Desirable

- It would be beneficial if you hold or are working towards Level 4 Award in External Quality Assurance of Assessment Processes and Practice or equivalent qualification or be prepared to work towards achieving it.

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### Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a 'can do, will do' attitude
- Be well motivated, enthusiastic and able to work on your own initiative
- Be able to have fun!
- Work well with others
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business