**JOB DESCRIPTION**

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| Role: | Asst. Quality Assurance Officer |
| Reporting To: | Quality Assurance Officer |
| Grade: | Community Education Facilitator |
| Tenure: | Permanent |
| Location: | Waterford Training Centre |
| Competition Profile: |  |

**Summary of the position**

WWETB is committed to ensuring that Quality Assurance across the organisation. The Assistant Quality Assurance Officer provides a Quality Assurance/Assessment/Curriculum service to WWETB in respect of all FET activities.

**Main Duties & Specific Skills**

The duties of the post will include the following:

**Support of FET programmes and centres**

* to support WWETB in all its Quality Assurance related Activity as outlined in the associated Business Case document.
* To develop, maintain and review all WWETB FET related Quality Assurance policies, procedures, and systems.
* Support of programmes/centres/colleges in teaching learning and assessment activities.
* Support of the FET Management Team, Senior Management Team and Executive Groups in

QA related functions.

* Provide WWETB staff with briefings / training as required in relation to the Quality

Assurance Systems, Reviews, Induction, Curriculum, Teaching, Learning and Assessment

instruments and procedures.

* Under the direction of the Management team, provide relevant and timely advice,

information and support to Management, Instructors/Tutors/Teachers, Contract Training

Officers, FE Coordinators, Principals, Community Development Officers and STB advisers on

matters relating to the assessment process and the processing of programmes.

* Briefing of internal course/programme coordinators and teachers on QQI and Quality

developments.

* Advise the Management Team on any improvements / actions required to the Quality

Assurance procedures.

**Programme development, evaluation and approval**

* Coordinate with other ETBs, QQI & FESS on programme development.
* Development of our Component Modules Programme Descriptors and Major Award Programme Descriptor for use on our course.
* Coordinate the development of our new Programmes and submit for validation.
* Research the procurement of learning resource materials and assist with same.
* Coordinate the Development and Review of new and existing programmes, assessments and

training plans for WWETB.

* Coordinate the WWETB Programme Approval Process.
* Coordinate the preparation and provision of information for the Programme Evaluation Process.
* Advise the Management Team in the identification of Staff Development issues for the introduction of New or Revised modules / programmes.

**Assessments and Certification**

* Support of programmes/centres/colleges in teaching learning and assessment activities.
* Support centres with the use of the QBS, PLSS and the RCCRS.
* Coordination of the Internal Verification, External Authentication and the Appeals Process.
* Control the application of assessments and certification process for Adult courses, Second Provider Provision and Standards Based Apprenticeship Assessment Systems.
* Ensure that all matters in relation to the Assessment and Certification process are conducted in a correct and proper manner in accordance with the process and procedures set out in the WWETB Quality Assurance System and in accordance with the criteria outlined by the relevant certifying bodies.
* Coordinate the Results Approval Panels process/
* Cooperate with and facilitate visits for external monitoring / verification processes from the various Awarding Bodies.
* Assist the Management Team with Certification Award Ceremonies.

**Reports**

* Produce statistical reports relating to certification of all training programmes including the

following:

o Reports on programme results as requested

o Quarterly reports on Internal Verification of Assessment Processes and Results

o Monthly reports on the Results Approval Process

* Follow up on any recommendations from these groups.
* Coordinate the development of Self Evaluation Reports and Quality Improvement Plans.
* Coordinate the development of external statutory review reports as required.

**External Review**

* Lead and coordinate the development of the Self Evaluation Report as part of the Inaugural

Statutory Review.

* Participate in the Self Evaluation Steering Group.
* Coordinate all survey, workshop and evaluation activities required as part of the Statutory

Review.

**Other duties**

* Keep abreast of developments in QQI policy, education and training design and delivery and

assessment techniques and keep the Management Team advised on best practice.

* Liaise and support all the certifying bodies in their assistance to WWETB.
* Undertake any other duties / projects as requested by the Quality Assurance and Adult Education Officer – FET Quality Assurance.

**Essential Requirements**

* Have the requisite knowledge, skills and competencies to carry out the role.
* Be capable and competent of fulfilling the role to a high standard.
* A third level qualification of at least National Certificate standard.
* Employment experience of at least 3 years in education or training.

**Desirable Requirements**

* In depth knowledge of Quality Assurance; Adult, Community, Further Education and

Apprentice Training offered by WWETB to its client base.

* Knowledge of review processes, course design and assessments within the scope of this job.
* Ability to work flexibly and on own initiative and willing to accept responsibility.
* Broad based knowledge of education training methodologies
* An in-depth knowledge of awarding bodies, procedures and requirements including QQI,

C&G, RTITB etc.

* Knowledge of QQI assessment and certification processes including use of the QBS
* Excellent organisational and administration skills & IT literate
* Supervisory experience
* Strong presentation skills
* Ability to collate and produce course materials and reports to meet required organisational

and quality standards when submitted by subject matter experts and/or Awarding Bodies.

**Salary**

Salary will be paid in accordance with such rates as may be authorised by the Minister for Education

from time to time for Community Education Facilitator (CEF).

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Education. Rate of remuneration may be adjusted from time to time in line with Government Policy. Please refer to the <https://www.wwetb.ie/> for current salary scale. Successful candidates will be paid at point 01 of the salary scale unless they have previous relevant public sector service in experience.

**Application Form**

Applications must be made on the official Community Education Facilitator (CEF) Application Form and all sections must be completed in full. When completing the application form accuracy is essential as the information supplied in the form will play a central part in the selection process. Applications can be accessed via: <https://www.wwetb.ie/>

**Shortlisting**

WWETB is an Equal Opportunities Employer. WWETB reserves its right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Shortlisting will be on the basis of information supplied on the Application Form and the likely number of vacancies to be filled*.*  It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form*.* The shortlisting process will provide for the assessment of each applicant’s application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level. Canvassing will automatically disqualify.

**Interview**

Selection, from shortlisted candidates, shall be by means of a competition based on an interview conducted by WWETB. WWETB Core Values of Respect, Accountability, Learner Focus and Quality are the guiding principles of the organisation and underpin the competencies required to fulfil this role. The interview will be competency based and marks will be awarded under the following Core Competencies identified for the position of Community Education Facilitator.

**Community Education Facilitator competencies -**

* Team Leadership
* Analysis and Decision Making
* Management and Delivery of Results
* Interpersonal and Communication Skills
* Specialist Knowledge, Expertise and Self Development
* Drive and Commitment to Public Service Values

***Team Leadership***

* Works with the team to facilitate high performance, developing clear and realistic objectives and addressing any performance issues if they arise
* Provides clear information and advice as to what is required of the team
* Strives to develop and implement new ways of working effectively to meet objectives
* Leads the team by example, coaching and supporting individuals as required
* Places high importance on staff development, training and maximising skills and capacity of team
* Is flexible and willing to adapt, positively contributing to the implementation of change

***Analysis and Decision Making***

* Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
* Takes account of any broader issues and related implications when making decisions
* Uses previous knowledge and experience in order to guide decisions
* Makes sound decisions with a well reasoned rationale and stands by these
* Puts forward solutions to address problems

***Management and Delivery of Results***

* Takes responsibility and is accountable for the delivery of agreed objectives
* Successfully manages a range of different projects and work activities at the same time
* Structures and organises their own and others work effectively
* Is logical and pragmatic in approach, delivering the best possible results with the resources available
* Delegates work effectively, providing clear information and evidence as to what is required
* Proactively identifies areas for improvement and develops practical suggestions for their implementation
* Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively
* Applies appropriate systems/processes to enable quality checking of all activities and outputs
* Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers

***Interpersonal and Communication Skills***

* Builds and maintains contact with colleagues and other stakeholders to assist in performing role
* Acts as an effective link between staff and senior management
* Encourages open and constructive discussions around work issues
* Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
* Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances
* Presents information clearly, concisely and confidently when speaking and in writing

***Specialist Knowledge, Expertise and Self Development***

* Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/Organisation and effectively communicates this to others
* Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
* Focuses on self development, striving to improve performance

***Drive and Commitment to Public Service Values***

* Strives to perform at a high level, investing significant energy to achieve agreed objectives
* Demonstrates resilience in the face of challenging circumstances and high demands
* Is personally trustworthy and can be relied upon
* Ensures that customers are at the heart of all services provided
* Upholds high standards of honest, ethics and integrity

**Additional Information**

**Citizenship**

* Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA) or to non-EEA nationals with a valid work permit. The EEA consists of Member States of the European Union along with Iceland, Liechtenstein and Norway.
* Swiss citizens under EU agreements may also apply.

**Health & Character**

* Those under consideration for a position may at the discretion of the employer be required to complete a health and character declaration and a Garda Vetting form.
* References will be sought.
* Canvassing will disqualify.
* Some posts require special security clearance.
* In the event of potential conflicts of interest, candidates may not be considered for certain posts.

**Garda Vetting**

* WWETB is registered with the National Vetting Bureau of An Garda Síochána which provides a disclosure service for organisations who have staff positions which involve regular access to, or contact with, children and vulnerable adults.
* As part of the WWETB recruitment and selection process, each offer of employment to posts where working with children and vulnerable persons, is subject to a satisfactory outcome of the GV process.
* WWETB reserves the right to have employees vetted every 5 years or more frequently, if deemed necessary.
* Newly Registered Teachers will be vetted through the Teaching Council; all other employees will be invited to be vetted by WWETB.
* As an additional safeguard, under DES Circular Letter  [0031/2016](http://ps/www.gov.ie/en/circulars/?q=&sort_by=published_date&year=&circular_id=0031%2F2016) , a child protection related Statutory Declaration must be provided by all persons being appointed to teaching and non- teaching positions of any duration.
* A Statutory Declaration is regarded as valid if made in the same or previous calendar year.
* In addition, the associated undertaking (which is specific to the employing school authority) must be signed by all persons prior to commencing employment of any duration. DES Circular Letter 0031/2016 may be obtained from www.education.ie or from the HR Department.