



VTCT

Job Title: Assessment and Awarding Co-ordinator
Location: Eastleigh, Hampshire
Salary: c£29,000

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors.

As a market leader in the creative industries, VTCT has a strong commitment to its core charitable objective: the advancement of education in the UK and internationally for over 100,000 learners and apprentices.

As the world changes, so too do the requirements of education and VTCT plays a vital role in enhancing vocational and technical education standards, championing this work in UK parliament, being a voice for the education of the next generation, not just in the UK, but globally. With a strong vision and an experienced leadership team, we have created an environment ready to embrace the challenges of a new era for the organisation. Our ambitious five-year corporate strategy gives us a strong position from which to find team players ready to join us on this exciting journey.

Reporting to the Head of Assessment, the Assessment and Awarding Co-ordinator will be responsible for co-ordinating the development and delivery of internal and external assessments, marking and moderation, awarding and issue of results, assessment processes, assessment projects and professional support activity.

The Assessment Department is one of the most tightly regulated departments in the business. The Assessment and Awarding Coordinator line manages the Assessment Administrators and the Exams and Results Administrator.

The Assessment Department has multiple complex projects running simultaneously. The Assessment and Awarding Coordinator will be authoritative on established methods, systems and procedures to meet the department's objectives. This role requires excellent communication skills in order to lead and motivate a team, and to organise and agree work flow. This will require them to communicate with internal staff across the organisation and also with external contractors and third party suppliers.

This role requires extensive experience of working in a regulated environment and excellent administrative skills. The post holder will apply their experience and critical problem solving skills to reassess timelines of existing projects as work priorities change and new projects are established. They will have an awareness of the implications of changes or delays in timelines and the impact that this will have on the Assessment Department, the organisation and external stakeholders.

The Assessment and Awarding Coordinator will prepare, analyse and interpret the statistical data for the Awarding Committee and Award Board meetings. This will require application of training and experience of awarding to coordinate this complex activity



Principal accountabilities include:-

- Coordinate the delivery of high quality internal and external assessments through work on specific nontechnical components from system design, materials production, live use, marking and moderation and results.
- Line manage Assessment Administrators and Exams and Results Administrator.
- Manage the workload and plan the daily workload of the Assessment Administrators and Exams and Results Administrator and any temporary staff
- Train staff on use of e-testing system
- Maintain a comprehensive audit trail in relation to all assessment development, standardisation, marking and awarding activities.
- Prepare the annual examination timetable with the Head of Assessment.
- Co-ordinate assessment related projects when needed e.g. item bank review
- Coordinate administration including the production of analyses and evaluation reports to support marking, moderation and awarding functions.
- Liaise with the Qualification and Regulation Co-ordinator to ensure the correct information for qualification assessment requirements.
- Be responsible for the timely final publication of assessment products
- Ensure sample assessment material, key dates and Chief Examiner Report are uploaded onto the qualification pages of the VTCT website.
- Ensure assignment/assessment briefs and practical examination criteria are uploaded onto the secure pages of the VTCT website
- Ensure new and revised qualification information and products are uploaded onto the qualifications' sections of the VTCT website. Ensure assessments and key documentation are produced efficiently, in line with standard procedures, on time and to the highest standard of quality and accuracy. This involves liaison with Assessment Leads, Principal Examiners, Principal Moderators, item writing teams, proof reading teams and other key external consultants.
- Ensure that development, marking/moderating, grading and results procedures for assessments are carried out accurately and efficiently. This involves supporting Assessment Leads by coordinating the administration of assessment meetings to produce data and/or commentaries to support reliable grading decisions.
- Prepare the statistical analyses of the assessment department to support the organisation's marking, moderating and awarding functions.
- Monitor the performance of assessment items, exam papers and assignment/assessment briefs and identify patterns or areas of concern.
- Monitor centre performance in assessments and through a risk-based approach, informing the Assessment Lead to ensure that appropriate preparatory, follow-up and remedial work with centres is carried out as required.
- Ensure that reasonable adjustments, special considerations and post results service requests are processed according to published timescales to provide an excellent service to customers
- Contribute to increases in the effectiveness of operations and processes.
- Provide support to Assessment Leads and manage writer, examiner and moderator contracts, work schedules and coordinating payment.
- Organise and contribute to writer, examiner and moderator training and standardisation including ongoing guidance and support. Coordinate the provision of ongoing support and communication with centre staff via email, phone, webinars and support visits about the use of VTCT and ITEC systems to support the assessment process.



- Escalate complaints and appeals in accordance with policies and procedures.
- Support any event notifications to the regulators for the department
- Support iTEC and VTCT data returns and any information requests from any regulators
- Utilise the Customer Relationship Management programme to record and access details of external client interactions

We are seeking candidates with:

- Working knowledge of regulations in the awarding environment
- Knowledge of assessment development in the awarding environment
- Knowledge of managing complex administrative projects
- Working knowledge of UK regulators and frameworks
- Experience of working in a regulatory environment
- Experience of managing complex administrative projects with conflicting priorities
- Experience of managing people
- Experience of maintaining audit trails
- Exceptional eye for detail
- Ability to promote effectively
- Ability to create innovative solutions to unique problems
- Proficient IT skills including Microsoft Outlook, Excel and Word
- Excellent communication skills, including diplomacy and negotiation skills
- Excellent writing and proof reading skills
- Ability to lead others and develop a team
- Ability to work to deadlines under pressure
- Sound time management and organisational skills
- Willingness to undertake training and development activities

It would be desirable for the candidate to have:

- Experience of working in an Awarding Organisation
- Expert knowledge of educational assessment
- Ability to professionally represent VTCT externally
- Postgraduate degree
- IT qualifications
- Formal training in proof reading
- Project management qualification
- Level 5 management qualification

This full-time post attracts a generous package of terms and conditions including 26 days holiday per annum and a group stakeholder pension.

To apply: please send us your comprehensive CV including full work and educational history to recruitment@vtct.org.uk

Closing date: Thursday 8 August 2019

Interviews: w/c 26 August 2019

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Digital Assess Software Ltd which is a wholly owned trading subsidiary of VTCT; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.