

Luminate

EDUCATION GROUP

Job Description

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Luminate Education Group
Core Job Role:	Apprenticeship Quality and Compliance
Job Title:	Apprenticeship Quality and Audit Compliance Manager
Reports to:	Director of Apprenticeships
Grade	F
Date of compilation:	December 2023

ROLE SUMMARY:

As an Apprenticeship Quality and Audit Compliance Manager, this role involves overseeing the quality assurance and audit performance management of apprenticeships within the college and partner/subcontracted provisions. The position requires proactive management and monitoring of both under and over performance, with a swift and decisive response to emerging issues. A comprehensive understanding of the Funding and technical rules and the importance of PDSATS is crucial, accompanied by a solution-focused approach to address challenges. The role also entails the management of the Apprenticeship Quality and Audit Compliance team, emphasising the importance of effective leadership in ensuring the overall success and adherence to quality standards in the apprenticeship programs.

SPECIFIC ROLE RESPONSIBILITIES:

1. Conduct thorough Due Diligence checks and meticulously monitor apprenticeship and AEB paperwork for accuracy and compliance with established standards for the delivery departments.
2. Lead on supporting the team to manage the DAS and dealing with the ILR returns
3. Effectively manage issues related to claim submissions, offering necessary support and training to the team when required to ensure full compliance.
4. Conduct monthly meetings with the college's apprenticeship quality team to monitor performance and inaccuracies implement strategies for continuous improvement.

5. Regularly report audit issues by partners and curriculum department to management on a monthly basis.
6. Support the Director and Deputy Head of Apprenticeships in training and developing staff responsible for delivering and assessing apprentices, ensuring sustained improvements in quality, compliance, standardisation, retention and achievement rates.
7. Work with the team and departments to ensure that all documentation for the apprentice/learner journey is accurate and fully compliant.
8. Maintain effective manual and IT-based systems, MIS databases, and procedures.
9. Establish and maintain an administrative system, including gathering and collating information from various sources within agreed deadlines.
10. Lead feedback meetings following the completion of audits, lead ad-hoc in-year audits, and conduct investigations. Manage follow-up checks on actions/recommendations.
11. Plan and prepare an annual audit calendar/schedule for approval by line manager.
12. Continuously keep up to date with changes in the ESFA/WYCA funding rules and the annual ESFA Assurance Review documentation.

CORE RESPONSIBILITIES:

1. Work with the subcontractor coordinator to oversee the management of delivery partners' contracts, ensuring alignment with funding guidelines and maintaining standards for paperwork and claim returns.
2. Supervise and provide line management for the Apprenticeship Quality MIS team ensuring effective team performance.
3. Support the Director and Deputy Head of Apprenticeships in training and developing staff responsible for delivering and assessing apprentices, ensuring sustained improvements in quality, compliance, standardisation, retention and achievement rates.
4. Assist the Deputy Head of Apprenticeships in establishing and implementing standardised quality assurance procedures across all apprenticeship provisions to ensure audit and compliance is of a high standard.
5. Undertake any other duties appropriate to the grade, with duties subject to periodic adjustments by the line manager in consultation with the post holder.
6. Prepare for audits/inspections of the apprenticeship provision in line with national guidance as required by working closely with the system lead for MIS.
7. Generate written reports for management as needed. Establish and maintain an administrative system, including gathering and collating information from various sources within agreed deadlines.
8. Uphold confidentiality regarding policies and procedures within the department.
9. Prepare and present audit reports to senior management.
10. Take a proactive approach to Ofsted visits contributing to a successful outcome for the College.

11. Lead and manage internal audits to provide assurance on controls and compliance within the Colleges
12. Maintain accurate statistical reports, and records as mandated by management and external agencies.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Apprenticeship Quality and Audit Compliance Manager
Department	Apprenticeship Department

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. NVQ Level 4 Management or equivalent	A / C
E	Q2. Hold a minimum of level 2 qualification in English and Mathematics or equivalent	A / C
E	Q3. Continuous Professional Development and relevant recognised attainments in audit	C / I
D	Q4. Assessor or IQA in quality assurance	A / C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of managing a team	A / I / P
E	EK2. Experience of managing and developing existing and new delivery partners in compliance processes	A / I / P
E	EK3. Experience of performance management and monitoring delivery against an agreed profile	A / I / P

E	EK4. Experience in funding audits e.g. ESFA/WYCA/Adult Loans/Bursary	A / I / P
E	EK5. Experience of monitoring the quality of audit and compliance to ensure all documentation meets the learner and employer needs and relevant quality standards e.g. OFSTED	A / I / P
E	EK6. Experience of report writing and producing data analysis reports	A / I / P / T
E	EK7. Extensive experience of working in an audit and compliance role and experience on leading on internal and external audits ensuring that programs are fully compliant to meet funding requirements	A / I / P
E	EK8. Experience of being solution focused	A / I / P

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SK1 Communicating with others Manages 'necessary' performance conversations with confidence and clear outcomes	A / I
E	SK2. Professional and Technical Knowledge Has full command and use of relevant professional technical knowledge and job related knowledge and skills including the DAS and ILR	A / I
E	SK3. Organisational and Education sector knowledge. Effective knowledge of the college and an appreciation of the wider educational issues.	A / I
E	SK4. Interpersonal and Communication skills Relates effectively to others, both one to one and in teams, effective in giving and receiving messages both face to face and in writing and including negotiation skills.	A / I / T
E	SK5. Decision Making, Planning, Prioritisation Has a solution-focused, evidenced-based approach to action planning.	A / I

E	SK6. Personal Accountability and Inclusivity Fosters a culture of reviewing and improving current practice, using reflection to identify areas for development for self, colleagues and service provision.	A / I
E	SK7. Influencing skills Takes effective action to affect the behaviour and decisions of other people.	A / I
E	SK8. Critical thinking Ability to make sense of complex issues, identify and solve problems and to think on one's feet.	A / I
E	SK9. Self-management and learning Ability to maintain appropriately directed energy and stamina, to exercise self-control and to learn new behaviours.	A / I
E	SK10. Achievement and Action Focuses on making progress, able to achieve results. Keen to get going and keep going.	A / I
E/D	SK11. Initiative and innovation Creates and appreciates new ideas and perspectives, sees possibilities and challenges established practices in constructive ways.	A / I / T / P
D	SK12. Strategic perspective Ability to think broadly, analyse the big picture and value diverse perspectives.	A / I
E	SK13. Capacity for change Ability to cope with continuous and complex changes, to be flexible and to handle high levels of uncertainty.	A / I / P
D	SK14. Emotional Intelligence Understanding the benefits of different leadership/ management styles. Gauging own impact as a leader/ manager.	A / I
E	SK15. Enduring Resilience Continually exuding optimism and a 'can do' attitude.	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I

E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I