

Job Title:	Quality and Compliance Lead (Apprenticeships)
Reports to (job title):	Head of Apprenticeships
Line Manager to:	TBC

## Job purpose

*The Learning Enterprise (TLE) is a government approved apprenticeship training provider and therefore is the lead provider for HCRG Care Group, partners and other organisations. It holds a portfolio Standards across Level 2 – Level 5 Health and Social Care, Healthcare, Business Support, Customer Service, Leadership & Management and Coaching.*

The Quality and Compliance Lead plays a key operational role in maintaining and improving quality across apprenticeship and vocational delivery. The post holder will lead on the development and embedding of quality assurance systems, oversee internal quality assurance across all programme areas, and ensure that apprentices have a consistent, high-quality learning experience from enrolment to End Point Assessment.

## Base

National and aligned to a service but will be expected to travel across to national services when necessary.

## Key responsibilities

- Lead on managing and embedding quality assurance and compliance systems and processes across all apprenticeship programmes to ensure full compliance with ESFA funding rules, Ofsted's Education Inspection Framework (EIF), and awarding organisation standards at all times.
- Conduct robust internal quality assurance (IQA) for Leadership and Management qualifications (including Level 3 Team Leader and Level 5 Operational/Departmental Manager), ensuring valid, reliable, and consistent assessment practices are maintained across delivery teams.
- Line manage quality and compliance staff, providing coaching, performance monitoring, and support to ensure consistent application of IQA and compliance procedures, as well as high-quality outcomes for all learners.
- Lead and manage the full quality assurance review cycle, including curriculum deep dives, diagnostic quality visits, and progress sampling, overseeing the implementation of improvement plans and providing targeted support to areas identified as at risk.
- Plan, conduct, and evaluate internal compliance audits and mock inspections, ensuring all records, documentation, and delivery processes are audit-ready at all times. Proactively identify areas of risk and non-compliance to limit exposure to clawback or other funding-related sanctions.
- Coordinate and facilitate internal and cross-sector standardisation and moderation activities to ensure consistency and best practice in assessment decisions, learner feedback, and EPA preparation.

- Play a key role in the development, review, and implementation of the Self-Assessment Report (SAR) and Quality Improvement Plan (QIP), ensuring all actions are informed by evidence and aligned with strategic goals.
- Participate in and lead observations of teaching, learning, and assessment (OTLA), producing developmental feedback and tracking improvement actions to enhance tutor, assessor, and coach delivery.
- Design and implement a quality and compliance CPD strategy, delivering a rolling programme of training, workshops, and support to drive continuous improvement across curriculum and quality teams – with a focus on Leadership and Management apprenticeships.
- Ensure curriculum planning and delivery models (including schemes of work, delivery plans, and formative/summative assessment strategies) are fully mapped to apprenticeship standards and designed to ensure apprentices are well-prepared for successful End Point Assessment (EPA).
- Monitor and support the full learner journey, ensuring high-quality experiences and compliance at each stage, including:
  - Initial assessment and diagnostics (e.g., Cognassist, BKSB)
  - Engaging and compliant induction processes
  - Regular and meaningful progress reviews
  - Accurate off-the-job tracking and reporting
  - Integrated employer-led learning and feedback
- Quality assure assessment plans and portfolios, monitoring milestone achievement, the suitability and sufficiency of evidence, and adherence to awarding body and EPA requirements. Work collaboratively with assessors and programme leads to implement continuous improvement.
- Identify, record, escalate, and mitigate quality or compliance risks, maintaining a centralised risk register and reporting mechanism to ensure swift intervention and demonstrable improvement.
- Lead quality assurance of employer engagement practices, ensuring regular employer feedback is gathered, evaluated, and used to enhance the learner and employer experience.
- Oversee the quality assurance of apprenticeship recruitment and onboarding, ensuring eligibility checks, learner interviews, initial skills scans, placements, and sign-up documentation meet compliance and quality standards.
- Work closely with programme leads and operational managers to analyse learner data, progress metrics, and outcomes to inform strategic decision-making and early intervention planning.
- Contribute to all internal and external quality assurance activities, including SAR, QIP, funding audits, awarding body EQA visits, and Ofsted inspections, acting as a key contact and quality champion.
- Work collaboratively with cross-functional stakeholders across the business, including HR, L&D, operational leaders, and safeguarding teams, to uphold Outstanding Ofsted standards, ensure readiness for inspection, and embed a shared culture of quality and compliance across the organisation.
- Promote and embed a culture of safeguarding, Prevent, and EDI across all quality and compliance systems, training materials, and learner and employer interactions.

## Personal Specification

### Essential

- Recognised IQA qualification (e.g. V1, IQA Award or equivalent)
- Assessor qualification: A1, TAQA, CAVA, or D32/D33
- Recognised teaching qualification at Level 3 or above (e.g. AET, PTLLS or higher)

- Minimum of 3 years' experience in a Lead IQA or quality role in work-based learning or apprenticeship settings
- Proven experience in conducting IQA for Leadership and Management and Business Support apprenticeship standards (e.g. ILM or CMI L3/L5)
- Line management or team leadership experience
- Strong understanding of Ofsted EIF, apprenticeship standards, and EPA requirements
- Strong understanding of safeguarding and prevent agendas and requirements in apprenticeships and vocational settings
- Experience developing and delivering CPD and training for assessors, coaches or tutors
- Confident using digital systems including BUD, BKSb, Cognassist or similar platforms
- Excellent communication, mentoring and feedback skills
- A willingness to work as DSO or deputy DSO (full training given)

## Desirable

- Experience working in a further education, training or apprenticeship environment
- Experience in Healthcare apprenticeship programmes
- Experience in supporting ALS, neurodiversity or tailored learning support planning
- Participation in Ofsted full inspections or EQA audits
- Safeguarding Level 3 and Prevent Lead Training
- Experience of being a designated safeguarding lead or deputy
- Mental Health First Aider or Neurodiversity Champion