



Job Description

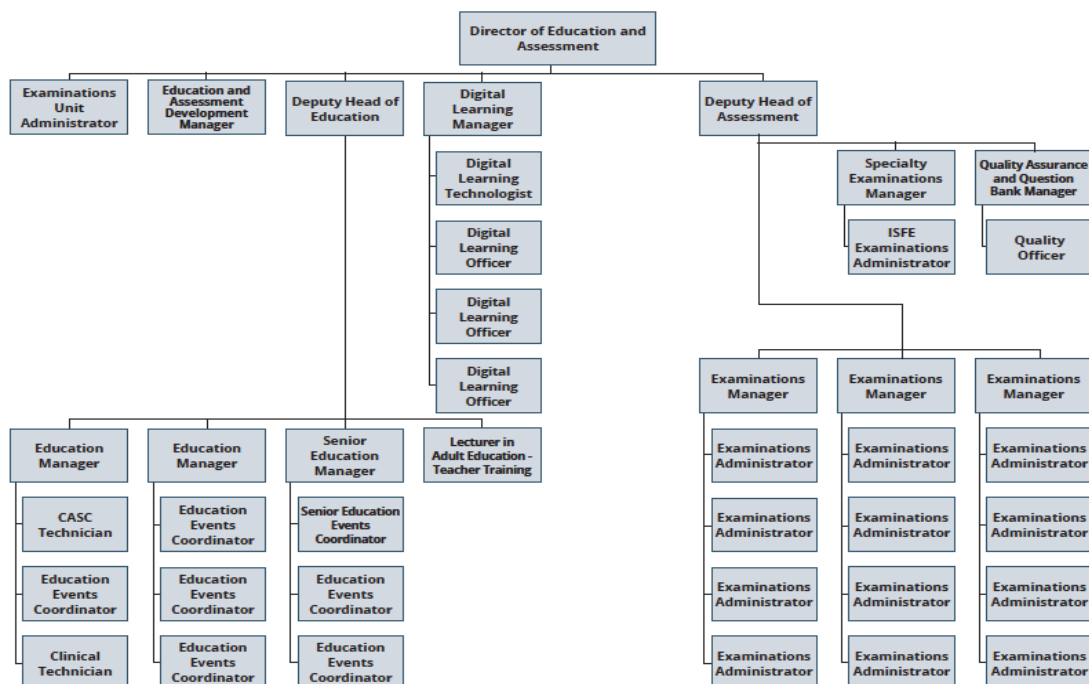
Section 1 - Description

Job Title: Quality Assurance and Question Bank Manager
Grade Grade 5 - £30,379
Location: Glasgow
 The College supports hybrid working practices including working from home, however regular attendance at meetings in Glasgow city centre would also be a requirement of the role.
Reports to: Deputy Head of Assessment
Date: June 2021

Section 2 - Job Purpose

To manage the quality assurance activity and examination question banks of the Assessment Unit and ensure academic quality and standards are maintained. This includes creation of exam papers, managing standard setting activity, examiner training, candidate appeals and requests for reasonable adjustments for examinations in line with appropriate policies. Staff management of the Quality Officer and managerial oversight of a number of examination administrators allocated to exam paper preparation activity. Acting as the key support to the Director of Education and Assessment and the Deputy Head of Assessment on all aspects of quality assurance activity providing advice and guidance on policy development and implementation. Responsibility for the creation of 60 examination papers per year and management of 25 appeals and 15 reasonable adjustment requests.

Section 3 - Organisation Chart





Section 4 – Job Dimensions

- Line management responsibility for 1 FTE employee
- Oversight of 17 qualifications and 53 examination diets per annum, providing advice and guidance on each as required
- Management of 10 question banks
- Creation and development of 60 exam papers per annum across 10 qualifications
- Management of approximately 25 appeals and 15 reasonable adjustment requests per annum
- Delivery of approximately 6 standard settings and 5 examiner training sessions per year

Section 5 - Main Responsibilities and Role

Quality Assurance

- Develop and maintain quality assurance procedures for all aspects of the examinations offered in cooperation with Examination Managers and Administrators
- Monitor relevant websites (GMC, GDC, Academy of Medical Royal Colleges, British Dyslexia Association etc) in order to advise the Deputy Head of Assessment and Examination Boards of recent developments and requirements to ensure compliance to required standards of College quality assurance processes
- Contribute to exam audits and reviews as required by the relevant regulator in collaboration with lead clinicians and the Deputy Head of Assessment/Director of Education and Assessment
- Manage candidate requests for reasonable adjustments through evidence-based decisions, ensuring consistent application of relevant policies and a full audit trail is maintained
- Manage requests and responses to candidate appeals, in collaboration with Unit staff and clinical leads as appropriate, making recommendations on outcomes to the Deputy Head of Assessment or Director of Education and Assessment as appropriate, ensuring consistent application of policies and a full audit trail is maintained
- Manage the quality assurance processes and reporting systems relating to delivery of the College's examinations, liaising with examination convenors, examiners and Unit staff as required
- Liaise with appointed assessment specialists/psychometricians and clinical leads on all quality assurance issues, under guidance of the Deputy Head of Assessment including examination development and revision of assessment schemes
- Identify and implement internal reporting requirements for monitoring, enhancing and assuring quality of assessments
- Provide advice and guidance to lead clinicians, Deputy Head of Assessment and Director of Education and Assessment in the development of new or revision of existing policies, drafting policy documents as directed by the Deputy Head of Assessment
- In collaboration with assessment specialists/psychometricians, coordinate the preparation and delivery of reports and analyses required for quality assurance, ensuring the timely and accurate transmission of data
- Manage the maintenance of quality assurance documentation for each examination, recommending and implementing improvements where appropriate



- Monitor all aspects of the security of examination materials and performance data and recommend changes as appropriate
- Manage the planning and preparation of specific examiner training courses, liaising with the facilitator and acting on feedback from attendees
- Maintain a quality assurance manual of policies, procedures and guidelines
- Act as the coordinator for the Unit for CPD activity, providing advice and guidance and ensuring examiners receive annual statements of contribution from the College
- Develop a sound understanding of Equality, Diversity and Inclusion issues in relation to assessment, ensuring knowledge is kept up to date and provide advice and guidance on EDI matters as required
- Develop and maintain knowledge of current examination assessment methodologies including the use of psychometrics in standard setting and reviewing the reliability and quality of examinations
- Contribute to the quality assurance processes and decisions within the Education team, including review of processes and procedures for academic courses of education, and providing recommendations on these
- Attend the Academic Board with oversight over education courses, contributing to the ongoing quality assurance of such courses

Question Bank

- Manage and develop all aspects of activity relating to examination question banks
- Assume lead responsibility for the management and development of software used in the production of examination results and associated reports
- Manage the review and development of question bank content, compilation of examination papers and provision of associated documentation in accordance with timelines, in collaboration with Examination Managers and Administrators
- Liaise with appointed assessment specialists/psychometricians regarding data requirements and analysis of examination outcomes, reporting findings
- Manage the feedback process between assessment specialists/psychometricians and lead clinicians, providing advice and guidance to clinicians as appropriate on the feedback received and its adoption or implementation as appropriate
- Ensure the security of all examination material
- Manage the question editing process for written, oral and clinical examinations, including editorial proof reading in line with College guidelines, liaising with lead clinicians as appropriate for guidance on clinical matters
- Manage the inputting and updating of questions into relevant digital systems as required
- Maintain a question bank manual of policies, procedures and guidelines, including College guidelines on editorial style to ensure consistency
- Plan and coordinate question writing training in collaboration with clinical leads and consultant assessment specialists, ensuring sufficient new material is generated to maintain question banks and the provide feedback to question writers on the utility of material generated to improve and maintain question quality



General

- Staff management including direct line management of the Quality Officer, and oversight of the work of Administrators assigned to question bank activity, in conjunction with their line Managers
- Represent the College at meetings of the Assessment Committee of the Academy of Medical Royal Colleges, providing updates to the Deputy Head of Assessment and the Director of Education and Assessment as appropriate
- Attendance at examination committee meetings as appropriate to provide advice and guidance on quality assurance and question bank matters
- Manage financial transactions relating to quality assurance and question bank activities, liaising with Examination Managers as required and ensuring accurate financial record keeping is maintained
- Support exam delivery at examination centres as directed by the Deputy Head of Assessment
- Act as the lead on ad hoc tasks or projects as directed by the Deputy Head of Assessment

Section 6 – Planning and Organising

- Planning question bank activities for up to two years in advance, ensuring development of achievable timelines in conjunction with lead Clinicians
- Planning and management of candidate appeals and reasonable adjustment requests to ensure timelines laid out in the relevant policies are met
- Exceptional planning and organising skills will be required to ensure that exam material is delivered fully on time and to the required standards
- Individual resource planning will be required including people-management
- Input into budget planning/organising
- Developing networks and relationships in support of business direction

Section 7 – Decision-Making

- The post-holder will be expected to make key decisions together with the Director of Education and Assessment or Deputy Head of Assessment, and autonomously, as required in relation to quality assurance and question bank activity.
- The post-holder will contribute to department decision making as a member of the management team.
- The post-holder will contribute to College-level decision making and policy in relation to any quality assurance matters.

Section 8 – Knowledge, Experience and Skill Set Required

The post-holder will require the following:

- Qualified to degree level or equivalent
- Substantial experience of at least three years' duration of quality assurance issues in an educational setting



- Ability to assimilate relevant guidance and information and make evidence-based recommendations
- Excellent communication and influencing skills
- Thorough knowledge of IT systems and database management
- Knowledge and experience of relevant legislation (e.g. GDPR, Equality Act)
- Strong planning ability: experience of handling multiple projects simultaneously, working to deadlines while delivering high quality output
- Significant attention to detail

The following are desirable:

- Line management experience
- Experience of proof reading
- Experience of examination activities including involvement in quality assurance of qualifications and examinations would be an advantage

Section 9 - Job Context and Special Features

- Additional hours need to be worked in accordance with the demands of the Unit's business activities, including meetings and examinations.
- The post holder will be required to attend meetings which may be held remotely or face-to-face. Venues for external face-to-face meetings vary throughout the UK and may involve travel and overnight stays. Meetings may require attendance in the evenings.
- Examination activities may involve travel to international examination centres for up to 10 days at a time. Awareness of and sensitivity to local political and cultural issues in international locations are required.