



Job Description

Section 1 - Description

Job Title: Quality Officer

Grade Grade 4 - £27,377

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: Quality Assurance and Question Bank Manager

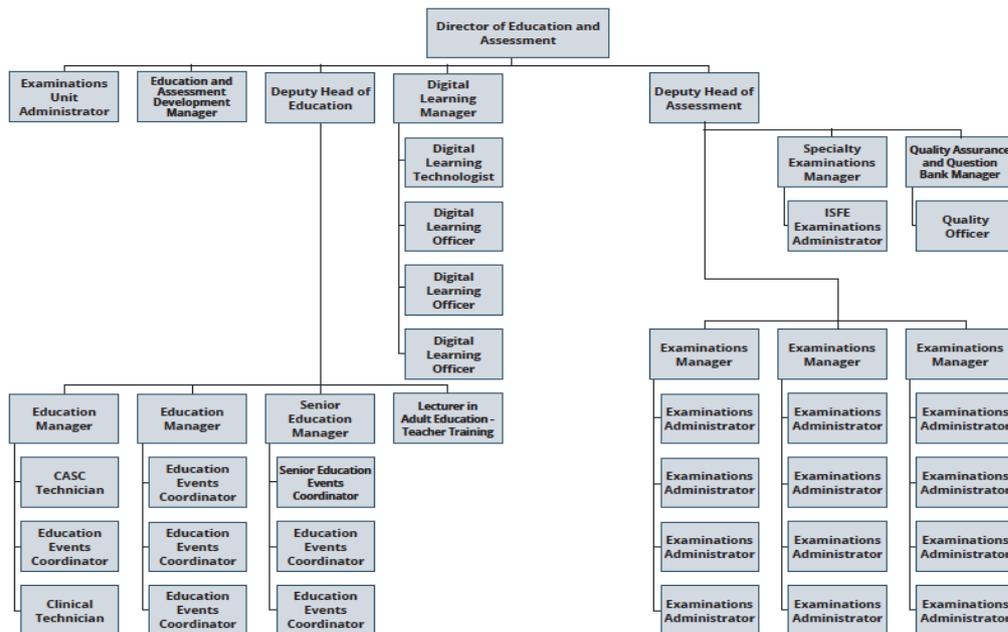
Date: April 2022

Section 2 - Job Purpose

To support the Quality Assurance and Question Bank (QAQB) Manager in managing the quality assurance activity and examination question banks of the Assessment Unit and to ensure academic quality and standards are maintained. This includes creation of exam papers, supporting standard setting activity, examiner training and candidate appeals in line with appropriate policies.

To assist in planning staffing cover for QAQB activity, and to provide guidance and support to examination administrators allocated to exam paper preparation activity. To assist in providing support to the Director of Education and Assessment and the Deputy Head of Assessment on all aspects of quality assurance activity, and to deputise for the QAQB Manager as appropriate.

Section 3 - Organisation Chart





Section 4 – Job Dimensions

- Support for 17 qualifications and 53 examination diets per annum, providing advice and guidance on each to the QAQB Manager as required
- Management of 10 question banks
- Creation and development of 60 exam papers per annum across 10 qualifications
- Work directly with xx key clinical leads on the creation of exam papers and management of question banks
- Support for the management of approximately 25 appeals 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
- Support the QAQB Manager in investigating and assessing candidate appeals, in collaboration with Unit staff and clinical leads as appropriate, making recommendations on outcomes to the QAQB Manager as appropriate, ensuring consistent application of policies and a full audit trail is maintained
- Implement 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 QAQB Manager
- Implement internal reporting requirements for monitoring, enhancing and assuring quality of assessments
- In collaboration with assessment specialists/psychometricians, and as directed by the QAQB Manager, coordinate the preparation and delivery of reports and analyses required for quality assurance, ensuring the timely and accurate transmission of data
- Monitor all aspects of the security of examination materials and recommend changes as appropriate
- Support the QAQB Manager in the planning and preparation of specific examiner training courses, liaising with the facilitator and acting on feedback from attendees
- Contribute to a quality assurance manual of policies, procedures and guidelines
- Develop a sound understanding of Equality, Diversity and Inclusion issues in relation to assessment, ensuring knowledge is kept up to date
- 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

Question Bank

- Support 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
- Ensure the security of all examination material
- Facilitate 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
- Support the inputting and updating of questions into relevant digital systems as required
- Contribute to a question bank manual of policies, procedures and guidelines, including College guidelines on editorial style to ensure consistency
- Support the planning and delivery of question writing training in collaboration with QAQB Manager, 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
- Develop and maintain knowledge of relevant online systems used in the preparation and delivery of examinations
- Oversee and contribute to the uploading of exam questions to the online exam delivery software, ensuring correct formatting in line with the house style

General

- In conjunction with the QAQB Manager, coordinate the work of Administrators assigned to question bank activity ensuring appropriate cover for exam paper creation in line with relevant timelines
- Deputise for the QAQB Manager at standard setting meetings, examiner training events and examination committees, providing advice and guidance on quality assurance and question bank matters, as required
- Oversee the accurate recording of financial transactions relating to quality assurance and question bank activities, liaising with the QAQB Manager as required
- Support exam delivery at examination centres as directed by the QAQB Manager and Deputy Head of Assessment
- Act as the lead on ad hoc tasks or projects as directed by the QAQB Manager



Section 6 – Planning and Organising

- Planning question bank activities for up to two years in advance, ensuring development of achievable timelines in conjunction with the QAQB Manager and lead Clinicians
- Planning the investigation and assessment of candidate appeals 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
- Developing networks and relationships in support of business direction

Section 7 – Decision-Making

- The post-holder will be expected to contribute, through the QAQB Manager, to key decisions in relation to quality assurance and question bank activity.
- The post-holder will be required to make decisions based on examination regulations and quality assurance procedures. In the absence of the QAQB Manager, the post-holder will be expected to provide solutions for consideration by other managers.

Section 8 – Knowledge, Experience and Skill Set Required

The post-holder will require the following:

- Qualified to degree level or equivalent
- Relevant administrative experience of at least three years' duration
- Ability to assimilate relevant guidance and information and make evidence-based recommendations
- Excellent communication skills with a clear grasp of appropriate spelling and grammar
- Excellent proof-reading skills
- Thorough knowledge of IT systems, particularly Excel, 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:

- Experience of proof reading
- Experience of examination activities including involvement in development and delivery of examination papers 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. Meetings may require attendance in the evenings.



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- 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.