

# Language Cert

## Quality Auditor

### Job purpose

Quality Auditors (QAs) are responsible for ensuring approved centres comply with LanguageCert and regulatory requirements.

The role of the QA relates to the external quality assurance of the centre's infrastructure, systems and internal quality assurance arrangements to ensure systems, process and practices are being implemented effectively.

### Duties and responsibilities

- Performs centre audit/monitoring activities with new and existing centres to ensure compliance with LanguageCert's centre approval criteria and associated policies and procedures
- Provides centres with clear and constructive advice, support and guidance with regard to internal quality arrangements and LanguageCert's qualifications, policies and procedures and regulatory requirements
- Carries out announced and/or unannounced visits to monitor the conduct and integrity of examinations
- Carries out audit activities to verify the compliance of a new examination room/venue according to LanguageCert's set specifications
- Completes accurate centre audit reports/records, written in a clear and constructive manner, returning them to LanguageCert and the centre no later than 5 business days after the audit activity
- Informs centres of any identified non-compliance and actions required to remedy
- Monitors and follows-up on identified centre non-compliance to ensure appropriate close out of actions required
- Recommends to the Quality Officer sanctions to be imposed on centres
- Undertakes investigations regarding complaints, appeals and/or alleged malpractice/maladministration as assigned by the Quality Officer
- Demonstrates full understanding and implementation of LanguageCert's systems, process, policies and procedures to ensure compliance with internal Management Systems
- Provides any audit clarifications required
- Attends training/standardisation events from time-to-time throughout each calendar year
- Declares any existing or prior activities which would/may conflict with the role of QA and report, in writing, any conflicts that may, from time-to-time occur
- Acts as a goodwill ambassador for LanguageCert by the courteous treatment of all customers, ensuring at all times that the professionalism of the company is upheld
- Maintains own Health & Safety and that of LanguageCert staff and candidates in accordance with the company's Health & Safety requirements.

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## Qualifications and Skills

- Excellent command of the English language (level C2), as well as of other and local languages
- Excellent interpersonal, verbal and written communication skills
- Relevant quality assurance experience in the context of training and/or examination
- Familiarity with equal opportunities and anti-discriminatory practices
- Availability on demand, at short notice from time-to-time; frequent travelling may be required
- Efficient completion of administrative duties, including completion of reports in a timely manner
- Representation of LanguageCert in a firm, but professional and polite manner
- Be able to communicate and nurture and develop, effective professional working relationships
- Be able to meet deadlines and keep to schedules
- Punctuality and reliability, maintaining high levels of integrity at all times
- Exceptional attention to detail