



**MINISTRY OF EDUCATION & YOUTH  
NATIONAL COUNCIL ON TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (NCTVET)  
JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Quality Assurance Specialist
<b>JOB GRADE:</b>	SOG/ST 5
<b>POST NUMBER:</b>	TMP12734CG – TMP12737CG
<b>SECTION/UNIT:</b>	Quality Assurance
<b>REPORTS TO:</b>	Quality Assurance Manager
<b>MANAGES:</b>	

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. This document is validated as an accurate and true description of the job as signified below:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date created/revised

## **Strategic Objectives:**

### **Job Purpose:**

Under the supervision of the Manager Quality Assurance, the Quality Assurance Specialist serves the Technical and Vocational Education and Training (TVET) system in Jamaica and the region, as required. The job holder is responsible for the evaluation of the programmes being offered by training institutions/organizations/providers to ensure relevance for market. The job holder also designs and conducts quality assurance audits to ensure institutions' compliance with NCTVET's established quality assurance policies, procedures and standards.

### **Key Outputs**

- Programmes evaluated;
- Quality standards developed and maintained;
- Data analyzed and concluded;
- Auditors and verifiers trained;
- Reports prepared

### **Key Responsibility Areas:**

#### **Technical/Professional Responsibilities:**

- Sensitizes and monitors first time applicants for centre approval to ensure compliance;
- Evaluates programmes being offered by training institutions for job market;
- Makes appointments and liaise with contract personnel for relevant quality assurance activities;
- Develops and maintains quality standards used for audit processes;
- Makes appointments and liaises with contract personnel to conduct audits;
- Identifies audit team and ensures appropriate balance of skills and expertise
- Ensures all logistical arrangements are in place to conduct audits;
- Conducts quality system audits;
- Analyzes data to arrive at conclusions;
- Monitors contracted personnel;
- Evaluates and audits all Centre approval against: facilities standards, competency standards, industry standards and accreditation standards;
- Conducts and monitors compliance audits and research best practices in partnership with UCJ;
- Documents observations to arrive at findings, which are produced in written reports;

- Contributes to the designing and development of quality system standards;
- Trains quality system auditors and verifiers;
- Maintains Assessors Registration;
- Resolves issues regarding certification and approval of assessor registration;
- Approves the competence of assessors to conducts assessment;
- Looks at objective evidence to determine finding statements of conformity and non-conformity;
- Verifies and resolves discrepancies related to proforma invoices;
- Processes appeals of audit decisions by clients.

**Management and Administrative Responsibilities**

- Participates in the budget process;
- Prepares and submits relevant audit reports to Council for approval;
- Prepares technical reports and delivers presentations;
- Provides technical guidance and support to audit team to ensure transparency and integrity of the audit process.

**Other**

- Perform any other related duties consistent with the category, nature, functions and objectives of the job.

**Performance Standards:**

- Programmes offered by training institutions/organisation evaluated in accordance with ISO requirements and guidelines established by the Department;
- Quality standards developed within agreed timeframe and maintained during the audit process;
- Data analyzed and concluded in a timely manner;
- Training developed and monitored in accordance with standard procedures;
- Reports prepared are comprehensive and accurate and submitted within agreed timeframe.

**INTERNAL AND EXTERNAL CONTACTS:**

**i) Internal Contacts**

Contact (Title)	Purpose of Communication
Director Quality Assurance	Obtain advice, receive directives, obtain and share information, and provide feedback
Manager Quality Assurance	Obtain advice, receive directives, obtain and share information, and provide feedback

Contact (Title)	Purpose of Communication
Members of staff in the Unit	Matters relating to development of quality system standards audits
Other Directors in NCTVET	Matters relating to quality assurance activities

### ii) External Contacts

Contact	Purpose of Communication
Ministry of Education and Youth	Matters relating to the design and development of quality system standards
Caribbean Examinations Council	Matters relating to the design and development of quality system standards;
Private Training Institutions	Matters relating to relevant quality assurance activities and appeals
Council of Community Colleges of Jamaica	Matters relating to relevant quality assurance activities and appeals

### Required Competencies (Core and technical to be specified):

#### Core:

- Excellent Oral and written communication skills
- Critical thinking and logical skills
- Excellent planning, organizing, leadership and team building skills
- Good Interpersonal & relationship skills
- Ability to work independently
- Demonstrate a high level of integrity and professionalism
- Good attention to details
- Solution-oriented Customer- focused

#### Technical

- Very good auditing techniques
- Good research and analytical methods
- Knowledge of data collection
- Knowledge of Information technology
- Proficiency in the use of relevant computer applications

**Minimum Required Education and Experience:**

- Bachelor's Degree in Management Studies, Public Sector Management, Public/Business Administration, Accounting/ Auditing or a related discipline;
- Four (4) years' experience in a Private or Public Sector Management environment, working with Quality Assurance & Improvement principles and practices.

**Authority To:**

- Identifies audit team;
- Approves the competence of assessors;
- Verifies and resolves discrepancies

**Special Conditions Associated with the Job**

- Normal working conditions
- Regularly work long hours because of work overload;
- Frequently work under stress to ensure report accuracy;
- Frequently work at high pace to meet deadlines;
- Frequently travel to new/unfamiliar locations;
- Regularly work in hazardous environment.