

JOB DESCRIPTION – Qualifications Coordinator

Responsible to: Quality & Qualifications Manager.
Base: RHA Bathgate. Additionally, some travel to current or future premises of the RHA, members, or clients.
Hours: Monday to Friday 9am-5pm, totalling 35 hours per week

About Us

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The Road Haulage Association (RHA) is the only UK trade association dedicated solely to the needs of UK road transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 7,000 member companies.

Main functions of the job

- To assist the Quality & Qualifications Manager with the management of the Integrated Management System (IMS)
- Assist in the management of the Scotland & NI qualifications portfolio*
- To assist in the ownership of certification activity and qualification application for clients and staff.
- To assist in the Management of the operational, financial, and Quality control of Apprenticeship activity

Key Responsibilities

- Assist the Quality & Qualifications Manager in the maintenance and reporting of all Quality, Safety and Environment elements of the department.
- To attend and record where appropriate L&D related groups and meetings.
- To assist in the maintenance of approvals from relevant bodies
- To assist the team leader with the internal Quality and Health & Safety group and its activity
- To assist with the quality and reporting of Apprenticeship training activity across Scotland and Northern Ireland
- Assist in the standardisation of assessment and verification across the business.
- To ensure accurate data input across all relevant systems
- Contribute to the maintenance and development of the Training Management System
- Other “projects” as required.

*Annex A details portfolio areas that fall within the remit of this job description.

Key Skills

- IT literate and a comprehensive understanding of Windows based programmes to include Word, Excel, and Outlook.
- Good organisational and administrative skills.
- Good communicator and able to influence effectively.

General

- Ensure accurate records are kept of all meetings.
- All enquiries should be handled promptly and accurately.

- Useful sources of information should be advised to colleagues.

Other Duties

- There will be occasions when it is necessary for duties to be undertaken away from the office and there may be occasions when overnight stays are required away from home.
- Any other tasks which can reasonably be performed as requested by the Company.

General Responsibilities:

All employees of the RHA have the following responsibilities: -

Health and Safety

- To take responsibility for your own health, safety, and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

Training and Development

- To undertake all reasonable training, learning and development activity designed to support you in your role.

Diversity and Equality

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment.

Quality Policy

- To be responsible for the activities required to support the organisation's Quality Policy

Employee's Signature:

Date:

Manager's Signature:

Date:

Review Date:

Date:

Annex. ACentre Management.

The Qualifications Team Leader is responsible for assisting the Qualifications & Quality Manager with the following duties towards the Awarding bodies.

- Change of premises notifications
- Changes of head of centre, owner or SQA/JAUP/T/CAA/DVSA/SEG Co-ordinator
- Change of name of centre or business
- Change of contact details
- Outcome of internal/external investigations
- Removal of centre and/or qualification approval by another Awarding body
- Lack of appropriate assessors or internal verifiers
- Change to centre's arrangements for secure storage of SQA examination papers and candidate evidence (where relevant)

Awarding Body systems Access.

The Qualifications Team Leader is responsible for assisting in the assurance that computer systems utilised by Awarding Bodies, Approval Bodies or Funding Bodies for the processing, recording, or checking of candidate data can only be accessed by authorised individuals. To ensure this the following procedure is used.

- 1) The Quality & Qualifications Manager will arrange for the issue of login credentials for staff requiring access to each system.
- 2) When access is no longer required i.e., on termination of employment, the Quality & Qualifications Manager will ensure that appropriate steps are taken via the Awarding Body to remove access for that individual.
- 3) Login details are to be kept in a secure, password protected file.
- 4) Passwords are not to be shared and access to any secure site is restricted to only those with authorisation.
- 5) Passwords will be changed in line with the RHA Security protocol (48 days) and re-issued where required.
- 6) Only the individuals below are authorised to access sites under RHA approvals.
 - a) Head of Training & Sales
 - b) Quality & Qualifications Manager
 - c) Qualifications Team Leader
 - d) Learning & Development Team Lead
 - e) Qualifications Coordinator
 - f) Learning & Development Administrators
- 7) Once assessments have been downloaded, they will be secured on site in the safe until required.



- 8) Assessment materials will be passed to staff requiring access via the Learning & Development Team Leader who will record that material has been issued.