

Role Specification – Main Contact

The Main Contact has overall responsibility for the management of YMCA Awards' programmes within the centre. This will be our first point of contact for all matters relating to delivery and quality assurance of our qualifications.

Responsibilities

The Main Centre Contact will:

1. Act as liaison between assessors, internal quality assurers (IQAs) and YMCA Awards

To include:

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| 1.1. briefing the External Quality Assurer (EQA) at YMCA Awards on centre specific information or procedures | 1.4. identifying actions from the EQA report and negotiating an appropriate time frame for completion |
| 1.2. providing full details of the programme organisation and assessment | 1.5. ensuring all administration tasks are completed in line with YMCA Awards requirements |
| 1.3. ensuring that feedback provided by the EQA is communicated to all members of the centre team | |

2. Ensure programmes are delivered in line with YMCA Awards requirements

To include:

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| 2.1. notifying YMCA Awards of any changes to physical and human resources and associated roles/responsibilities | 2.4. making appropriate arrangements for cover in the event of staff sickness and/or redeployment |
| 2.2. notifying YMCA Awards of any change that affects the centres ability to continue to meet the approved centre criteria | 2.5. ensuring all personnel involved in the delivery and assessment of the programme are familiar with and have access to the unit/qualifications syllabus, assessment criteria and appropriate support resources |
| 2.3. taking responsibility for appointing appropriately qualified tutors, assessors and IQAs | 2.6. planning regular meetings to monitor progress and quality of the programme and assessment and provide support to staff as necessary |

3. Ensure that the centre's policies and procedures are implemented

To include:

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| 3.1. maintaining detailed records of learner applications and achievements | 3.2.3. on programme guidance and support and support toward assessment/reassessment |
| 3.2. ensuring learner receive: | 3.3. documenting appeals (with supporting evidence) for the EQA |
| 3.2.1. induction training and information | 3.4. documenting reasonable adjustments applications and decisions, making records available YMCA Awards on request |
| 3.2.2. confirmation of their registration status | |

4. Ensure that YMCA Awards' policies and procedures are adhered to

To include:

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| 4.1. Centre Agreement/Terms and Conditions for Approved Providers | 4.4. Reasonable Adjustments and Special Consideration policy and procedure |
| 4.2. External assessment policy | 4.5. Recognition of Prior Learning and Exemption policy |
| 4.3. External quality assurance policy | |