

Job Description

Job Title:	Freelance Quality and Curriculum Reviewer (QCR) / External Quality Assurer (EQA)
Salary:	Hourly/daily rate
Hours:	Hours as required
Location:	Remote with occasional travel
Reporting to:	LASER Quality Manager
Date:	July 2026
Key responsibilities:	Conduct external quality assurance (EQA) visits, conduct unannounced visits, audit centre compliance, verify assessment samples, provide reports, monitor centre ongoing action plans, support risk assessments, identify training needs, promote LASER qualifications, and manage workload independently while ensuring adherence to regulatory standards and maintaining assessment integrity across vocational qualifications.

Key Tasks

- 1. Oversee the quality assurance of LASER centres and individuals to ensure ongoing compliance with LASER requirements, escalating issues to the Quality Manager when necessary.**
 - 1.1. Support, where required, centre recognition and onboarding processes by quality assuring centres to confirm they meet LASER's quality standards.
 - 1.2. Ensure the integrity of the award of LASER qualifications and products by conducting agreed quality monitoring activities and, within allocated recognised centres as appropriate.
 - 1.3. Audit LASER centres against all requirements and produce reports as required.
 - 1.4. Externally quality assure selected samples of assessed work to confirm the award of credit.
 - 1.5. Monitor and report on internal quality assurance and other quality assurance arrangements within recognised centres.
 - 1.6. Complete external quality assurance reports and set centre actions where appropriate.
 - 1.7. Monitor actions set in centre ongoing action plan.
 - 1.8. Contribute to the ongoing risk assessment of recognised centres.
 - 1.9. Provide guidance and support to centres to promote best practice and ensure effective monitoring of centre ongoing action plan.
 - 1.10. Contribute to building the capacity of recognised centres through identifying relevant staff development/training needs.
- 2. Promote the sale and take-up of the company's full range of qualification and related products/services.**
 - 2.1. Promote the full range of LASER products and services to both potential and existing customers.
 - 2.2. Work proactively with existing centres in providing advice and support to maintain existing business and to identify opportunities for centres to further develop their offer using company products and services.

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- 2.3. Maintain and update customer relations management records and other data systems as required.
- 2.4. Work as part of a wider staff team to support LASER customers.
- 2.5. Identify new opportunities for LASER qualifications and services

Other Responsibilities

1. Focus on given area(s) of specialism within the team as required.
2. Participate in project teams as required.
3. Undertake professional updating and training as required.
4. Continually review and implement improved working practices and processes.
5. Perform any other reasonable duties as appropriate to the role.

LASER expects all staff to deliver exceptional customer service to all LASER customers, both internal and external.

This job description may be supplemented by annual key tasks which will be developed in conjunction with the post-holder. It will be subject to regular review and the company reserves the right to amend or add to the duties listed.

Person Specification

QUALITIES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications and Training	- Educated to Level 4 - Assessor and IQA qualifications - Evidence of continued professional development	- Degree - EQA qualification
Knowledge, Skills and Experience	- Excellent verbal and written communication skills including ability to write concisely, logically and correctly - Excellent IT skills including use of databases and Microsoft applications - Excellent interpersonal skills - Experience of quality processes and interventions - Experience of report writing - Experience of successful team working - Understanding of the	- Experience of working for an Ofqual and/or QAA approved awarding organisation - Understanding of the Security Industry Authority (SIA) regulated security industry

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QUALITIES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
	importance and impact of regulatory requirements	
Personal Qualities	• Able to work under pressure and to deadlines • Ability to build and maintain relationships with a range of organisations and individuals • Ability to work as part of a team • Ability to work on own initiative and remotely • Ability to work and respond positively in an ever-changing environment • Attention to detail • Accuracy • Independence • Flexibility and adaptability • Ability to prioritise and reprioritise • Present a professional image • Committed to equal opportunities	
Additional or Special Requirements	• Willingness to travel to Byfleet and to other locations • Willingness to undertake occasional weekend work when required. • Available to carry out monitoring activities on an ad-hoc basis throughout the year • Available between April and August for potential increased EQA activity, in line with industry trends	