

Job Description

Job Title:	Quality and Curriculum Reviewer (QCR) / External Quality Assurer (EQA)
Salary:	Band B
Hours:	0.4 FTE (15 hours per week) to full time (37 hours per week)
Location:	Remote with occasional travel
Reporting to:	LASER Quality Manager
Date:	July 2026
Key responsibilities:	Support centre recognition applications, help onboard new centres, 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, support the Quality Department, and manage workload independently while ensuring adherence to regulatory standards and maintaining assessment integrity across vocational qualifications.

Key Tasks

1. Support centre recognition applications and onboarding of new centres.

- 1.1. Review applications by assessing centre recognition submissions to ensure they are complete and meet LASER's requirements.
- 1.2. Verify documentation by checking that all required policies, procedures, and qualifications are provided and comply with regulatory standards.
- 1.3. Conduct initial risk assessments to evaluate potential risks associated with new centres and flag any concerns for further review.
- 1.4. Provide guidance on requirements by supporting centres in understanding LASER's expectations and compliance criteria.
- 1.5. Facilitate onboarding training by delivering sessions or guidance on assessment practices, internal quality assurance, and reporting procedures.
- 1.6. Conduct initial site visits (if applicable) to assess the centre's facilities, available resources, and staff qualifications.
- 1.7. Develop action plans by helping new centres create and implement structured plans for compliance and quality assurance.
- 1.8. Monitor initial implementation by reviewing early assessments and quality assurance processes to ensure alignment with LASER standards.
- 1.9. Provide ongoing support by conducting follow-up reviews, answering queries, and ensuring a smooth integration into LASER's framework.

2. Oversee the quality assurance of LASER centres and individuals to ensure ongoing compliance with LASER requirements, escalating issues to the Quality Manager when necessary.

- 2.1. Ensure the integrity of the award of LASER qualifications and products by conducting agreed quality monitoring activities within allocated recognised centres as appropriate.
- 2.2. Audit LASER centres against all requirements and produce reports as required.

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- 2.3. Contribute to the ongoing risk assessment of recognised centres, and complete external quality assurance reports.
- 2.4. Set centre actions on external quality assurance reports, where appropriate.
- 2.5. Monitor actions set in centre ongoing action plan.
- 2.6. Monitor and report on internal quality assurance and other quality assurance arrangements within recognised centres.
- 2.7. Provide guidance and support to centres to promote best practice and ensure effective monitoring of centre ongoing action plan.
- 2.8. Externally quality assure selected samples of assessed work to confirm the award of credit.
- 2.9. Contribute to building the capacity of recognised centres through identifying relevant staff development/training needs.
- 2.10. Lead standardisation meetings by organising and facilitating meetings to ensure consistency in assessment and quality assurance practices, when required.

3. Promote the sale and take-up of the company's full range of qualification and related products/services.

- 3.1. Promote the full range of LASER products and services to both potential and existing customers.
- 3.2. 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.
- 3.3. Maintain and update customer relations management records and other data systems as required.
- 3.4. Work as part of a wider staff team to support LASER customers.
- 3.5. Identify new opportunities for LASER qualifications and services.

4. Support Quality Department.

- 4.1. Mentor and train new QCRs by providing support, training, and guidance.
- 4.2. Support qualification development by working with the Head of Quality with reviewing and providing feedback on how to improve existing and new qualifications.
- 4.3. Support malpractice and maladministration investigations where required.
- 4.4. Support Direct Claims Status applications for recognised centres, where appropriate.
- 4.5. Monitor the practice of AIQAs (IQAs approved to make Direct Claim Status) applicants and practitioners and make recommendations to the Quality Manager as to their continuing suitability for the role, where required.
- 4.6. Help develop centre guidance documents.

Other Responsibilities

1. Focus on given area(s) of specialism within the team as required.
2. Participate in project teams as required.

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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 importance and impact of regulatory requirements	• Experience of working for an Ofqual and/or QAA approved awarding organisation • Understanding of the Security Industry Authority (SIA) regulated security industry
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	

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QUALITIES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
	• 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 sometimes to other locations • Willingness to undertake occasional weekend work when required.	