

JOB DESCRIPTION

POST: Quality Assurance Advisor
GRADE: 3a
DEPARTMENT: Dental and Surgical Examinations
RESPONSIBLE FOR: Staff as assigned
RESPONSIBLE TO: Quality Assurance Manager

JOB SUMMARY

To be responsible for the implementation of the quality assurance processes integral to the effective development and delivery of examinations run by the Dental and Surgical Examinations Department, as outlined in the Quality Assurance Framework, including:

- The generation and management of questions held in the dental examinations question banks through the co-ordination of question-writing/editing processes as required.
- The provision of advice and support to dental examination boards to ensure that examinations are blueprinted and standard set appropriately.
- The design and delivery of examiner training and calibration exercises
- The provision of routine result determination analysis to inform candidates' overall scores and pass/fail status against the identified minimum standard, reporting this to the relevant Examination Board.
- The analysis of question performance to ensure that assessment material is of appropriate quality
- To facilitate the development of resources to support candidates in their examination preparation

SPECIFIC DUTIES AND RESPONSIBILITIES

To perform the following duties either in person or by effective delegation:

Assessment Production

- Commission new questions and maintain levels of questions for syllabus coverage in liaison with the relevant Examination Board Chair or Paper Lead
- Organise and facilitate question-writing meetings as required, following up any actions agreed
- Ensure that question material produced adheres to best practice in terms of structure and format
- Ensure that final question material produced for each examination is complete and accurate
- Oversee ordering of question papers from printers and the production of question material within the department
- Undertake the entry of new question material, or the editing of existing question material, in the Examinations Department question bank
- Work with relevant colleagues to check and document the props and equipment needed for question material as appropriate
- Undertake necessary actions to ensure the security of the question banks and question material

Examination Blueprinting

- Advise each Examination Board Chair in the production or updating of an examination syllabus that frames the scope of the examination concerned, and against which each diet can be blueprinting to ensure appropriate sampling of its content.
- Advise Examination Board Chairs and/or Paper Leads to ensure that each examination has a blueprinting document that reflects an appropriate organisation of the syllabus content, identifying major topics and domains.
- Ensure that the systematic sampling of this blueprint is demonstrable for each examination diet, identifying the content assessed by each individual assessment instrument used.

Examiner Training, Standardisation and Feedback

- Organise and facilitate examiner training exercises as required, following liaison with Exam Board Chairs regarding required content and organising external speakers as necessary
- Liaise with the relevant Examinations Manager to ensure that examiners attend a standardisation meeting prior to marking for each diet of an examination, providing guidance on the objectives and format of this meeting.
- Undertake analysis of examiner performance after each examination diet, and organise this for presentation to individual examiners, using input from external psychometric advisors as required

Standard Setting and Result Determination

- Advise Exam Boards on the standard setting processes appropriate for each question format used in an examination and ensure that this is consistently followed, using input from external educationalist advisors as required
- Contribute to College-based standard setting exercises, ensuring that participating examiners are appropriately trained in the processes involved, using input from external educationalist advisors as required
- Ensure that candidate scores and results against the minimum standard identified are subject to necessary routine analysis to produce reports and recommendations for Exam Boards regarding the final status for each candidate, following input from psychometric advisors where required
- Ensure that comparative analyses between diets are carried out for each examination to ensure that the minimum standard identified remains consistent over time

Assessment Performance Analysis

- Report analysis of the question material to Examination Boards after each diet, using question management software or input from external psychometric advisors where required
- Provide guidance to Examination Boards in the review of question performance, including the identification of questions that need to be removed from examinations or revised prior to future use
- Undertake the appropriate demographic analyses of examination performance to ensure no groups of individuals are disadvantaged by any unintended bias in the assessment, with input from external psychometric advisors where required

Examination Resources Development

- Contribute to the development of approved examination preparatory resources
- Work with identified Clinical Leads and question writers to ensure the timely production of assessment material
- Work with the Education and Innovation team to arrange the design and production of the resource using existing platforms

General

- Represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development
- Undertake such duties appropriate to the grade, as required by the Head of Department.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

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All of the following are essential unless otherwise stated.

Qualifications

- Educated to degree level or equivalent qualification or a proven track record in a similar role.
- Postgraduate education qualification (desirable)

Experience and Skills

- At least three years' experience in an administrative role within medicine and education
- Experience of assessment processes including question management
- Strong knowledge of quality assurance procedures relevant to assessments
- Experience of committee work and budget setting
- Editorial experience
- Proficient user of MS Office
- High level written and oral communication skills.
- Excellent proofreading skills and attention to detail.
- Highly organised
- Budget management (desirable)

People and interpersonal skills

- Ability to present to a range of audiences, including individuals in positions of seniority
- Ability to communicate effectively with a range of audiences of different levels of seniority

The post holder will also need to demonstrate the following **values and behaviours**:

Diversity - we value *diversity* and treat each other with respect.

- I listen effectively and treat each person as an individual
- I value people with different skills, expertise and knowledge to myself
- I ensure that everyone I meet feels welcomed at the college
- I trust the people I work with and know they will work to their best ability
- I am inclusive and build good relationships with everyone I work with
- I take time to understand different views to myself for the sake of the college

Improvement - we seek continuous *improvement*, and improvement requires change.

- I use my expertise to question, challenge and improve the way we carry out our tasks
- I identify opportunities to innovate and present ideas to improve our products and service
- I am open and positive to new ideas and ways of working which help the college
- I adapt to change positively
- I help my manager communicate change to others
- I learn from my mistakes and do things differently as a result

Responsibility - we take personal **responsibility** for all we do.

- I set challenging goals for myself
- I deliver what I say I will deliver
- I take informed decisions which are within my control and hold myself accountable for them
- I take initiative and am proactive in all I do
- I constantly work to the best of my ability
- I work with integrity in the best interests of the College and its priorities

Collaborative - we are **collaborative**, both across the College and with our stakeholders across the world.

- I build positive relationships with the people I work with
- I work collaboratively with others to deliver exceptional performance
- I always work for the greater good of the College
- I highlight behaviours which are inconsistent with the College standards
- I consistently live the College values
- I involve others in key decisions I take at work

Prudent - we are **prudent** in our use of resources.

- I deliver excellent work and customer service with the resources available to me
- I am efficient with the resources I use
- I find effective solutions to problems
- I escalate issues quickly when resources are stretched
- I prioritise my work effectively
- I follow the rules at work so that I minimise risks to the College

Professional development - we are committed to personal **professional development** that benefits the individual and the College.

- I seek learning opportunities for my personal and professional development
- I support, encourage and help my colleagues to develop
- I put my learning into practice in my role
- I ask for regular and honest feedback on my performance and learn from what is said
- I create opportunities to share my knowledge within and across teams
- I know my areas of expertise and convey this with confidence to my colleagues

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

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