



JOB DESCRIPTION

Job Title:	<u>Apprenticeship Lead - Hairdressing</u>	Version:	<u>1</u>
Department:	<u>Quality Assurance</u>		
Reports To:	<u>Head of EPA Quality</u>		
Supervises:	<u></u>		
Grade:	<u>14</u>	Date:	<u>May 2026</u>

Purpose of Job:

The Apprenticeship Lead - Hairdressing will conduct and moderate high-quality, fair, and consistent apprenticeship assessments for Hairdressing apprentices, ensuring that they meet the requirements of the relevant apprenticeship standards.

They will evaluate apprentices' knowledge, skills, and behaviours against set criteria, ensuring compliance with regulatory guidelines, and maintaining the integrity of the assessment process.

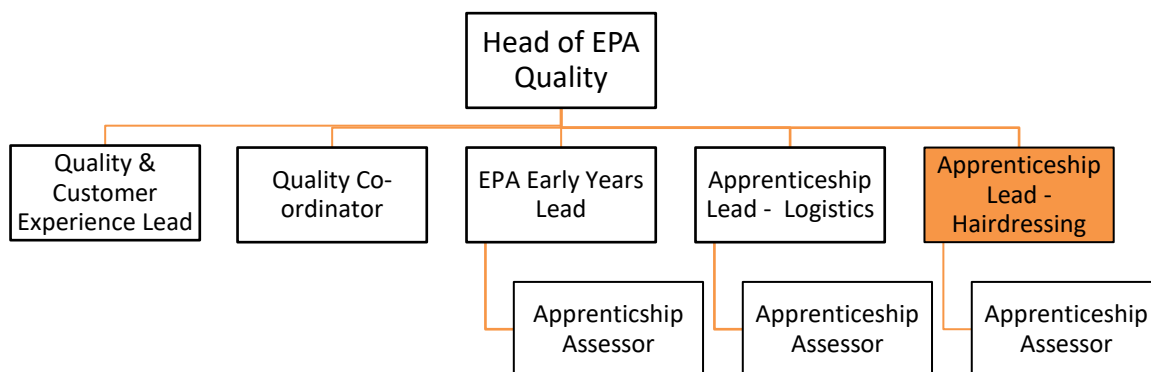
The Apprenticeship Lead - Hairdressing will work to support the management of the associate workforce of assessors and internal quality assurance, contribute to continuous improvement initiatives, and collaborate with stakeholders to ensure smooth and transparent assessment operations.

The role will also be required to act as one of the organisation's Hairdressing experts, supporting other activities, such as logistic qualification and assessment development and quality assurance, as well as support customer engagement activities.

Dimensions:

Financial:	Not directly responsible for a budget, but works closely with the Head of EPA Quality to ensure the efficient delivery of services.
Staff:	No direct reports, however, strong relationship with and support the management of the associate workforce.
Others:	

Organisation Structure:





Principal Accountabilities:

1. Undertake remote and face-to-face assessments for Hairdressing standards where occupationally competent, in a timely manner and in line with regulatory requirements.
2. Evaluate apprentices' knowledge, skills and behaviours against the criteria outlined in the Hairdressing apprenticeship standards.
3. Maintain service-level agreements with regards to responding to assessment planning, operational activities, reports and submissions of assessment outcomes.
4. Report all risks and issues encountered during the assessment to the Quality and Customer Experience Lead, including any suspected malpractice/maladministration.
5. Ensure all assessment reports and assessment evidence are high quality and recorded accurately.
6. Follow the protocols set out in assessment standards, assessment materials and quality assurance processes, relating apprenticeship assessments
7. Moderate assessments to ensure consistency and accuracy across different assessors and standards providing constructive feedback to maintain high standards of assessment quality.
8. Work with colleagues to implement internal quality assurance and moderation procedures across all Hairdressing standards, as directed by the Head of EPA Quality.
9. Assign risk ratings and regularly review to identify and mitigate potential issues that could impact assessment integrity and compliance.
10. Support the Quality and customer experience Lead to deliver and facilitate in-person and online training for Hairdressing Independent Assessors to cover procedural, process and best practice quality assurance strategies for a range of assessment methods.
11. Maintain and provide evidence of up to date and ongoing, relevant Continuous Professional Development (CPD)
12. Keep up-to-date with changes in industry standards, regulatory requirements, and best practices in the Hairdressing sector.
13. Use technical expertise to work with colleagues on the design, development, improvement and maintenance of relevant Hairdressing products and services.
14. Actively contribute to the continuous improvement of assessment processes and tools, identifying opportunities for enhancement and participating in relevant projects.
15. Provide technical expertise and support to colleagues including the quality and customer experience lead and EPA administrators to resolve customer queries and complete EPA Surgeries.
16. Provide key performance indicator updates as required.

General Responsibilities:

- Undertake training and development as required by the organisation.
- Demonstrate by actions commitment to organisation's Values.
- Demonstrate by actions commitment to equality, diversity and inclusion.
- Any other duties commensurate with role to support the organisation's business needs.
- To be responsible for their own health and safety.



Working Relationships and Contacts:

- Daily contact with the Head of EPA Quality
- Daily contact with the Head of Customer and Stakeholder Engagement
- Daily contact with the Senior Quality co-ordinator
- Daily contact with assessors and moderators.
- Regular contact with customers.
- Regular contact with the Head of EPA Services and the EPA administration team.
- Regular contact with the Sales and Marketing teams.

Person Specification:

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Knowledge <i>This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.</i></p>	<p>Have expert and up to date knowledge of End-point assessment and quality assurance processes and practices.</p> <p>Have a broad knowledge of vocational assessment and quality assurance across multiple sector subject areas.</p> <p>Ability to work to deadlines under pressure.</p> <p>Have a working knowledge of Ofqual and Skills England regulations and requirements for conducting end-point assessment and quality assurance activities.</p> <p>IT literate.</p>	<p>Have expert knowledge of Ofqual and Skills England regulations and requirements for conducting end-point assessment and quality assurance activities.</p>
<p>Technical/Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, typing skills, etc.</i></p>	<p>Excellent communication skills, including diplomacy and negotiation skills.</p> <p>Excellent proof reading skill/ Exceptional eye to detail.</p> <p>Ability to remain calm when dealing with problems.</p> <p>Problem solving.</p> <p>Sound organisational skills.</p> <p>Excellent writing skills.</p>	<p>Hold advanced qualifications in a relevant vocational specialism.</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Good communication skills.</p> <p>Able to make effective decisions.</p> <p>Can anticipate problems, their degree of complexity and provide solutions.</p> <p>Ability to professionally represent VTCT externally.</p> <p>Ability to develop an EQA team.</p> <p>Willingness to undertake training and development activities.</p>	<p>Excellent rapport building skills.</p> <p>Excellent consultative selling skills.</p>

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive)</i></p>	<p>Occupational competence in the logistics sector, relevant to VTCT Skills products and services.</p> <p>Experience in teaching, assessing and internal quality assurance on vocationally related skill-based courses of learning.</p> <p>Must have experience of undertaking external assessment and external quality assurance roles in a vocational skill area, on regulated qualifications or end-point assessment products.</p> <p>Ability to work independently and flexibly, using initiative and professionalism.</p>	<p>Experience of liaising directly with regulators.</p>
<p>Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<p>Minimum level 3 qualification or higher vocational specialism.</p>	<p>Teaching or educational assessment qualification, above level 5.</p> <p>Level 3 Certificate in Assessing Vocational Achievement (or legacy equivalent).</p> <p>Level 4 Certificate in the Internal Quality Assurance of the Assessment Process (or legacy equivalent).</p>