Sophie Azam

Quality & Regulatory Compliance Expert in Education

🕈 Birmingham 🔸 🖂 <u>sophie@educationconsultancyservices.co.uk</u> • 🌭 07716 454 381 • in LinkedIn

Brings over ten years' experience providing subject-matter expertise on all aspects of legal, regulatory and compliance requirements on behalf of awarding organisations (AOs) and end-point assessment organisations (EPAOs). Shapes strategic direction and guides industry leaders on agile operations and good governance. Ensures sustainability of vocational education by influencing governing bodies, global professionals and Board members on the definition of standards and adaptation of assessment methodologies.

Combines creativity with critical thought in order to reconcile business strategy with quality, compliance and regulation. Positive and pragmatic, and builds trust-based relationships across professional and organisational boundaries to inform decision-making. Offers constructive challenge where required, and promotes an ethos of lifelong learning in order to harness individual and team potential, and optimise organisational performance. Places the highest value on integrity, scrutiny and personal accountability.

BOARD & PRO BONO ROLES

CHAIR, REGULATORY COMPLIANCE COMMITTEE	Chartered Management Institute (CMI)	2019 – date
SPECIALIST EXAMINATION TECHNIQUE MENTOR	Various	2019 – date

VALUE ADDED AS BOARD DIRECTOR

Corporate Governance | Quality Assurance

- Assure CMI compliance with regulatory requirements and define professional standards in regulated activity, to support submission of compliance statements to Ofqual, SQA, CCEA and Qualification Wales
- Design strategies and delivery models to deliver organisational compliance, quality assurance (QA), virtual moderation, EPA service, self-evaluation and self-monitoring on behalf of regulatory bodies

Strategic Vision | Organisational Growth

- Support strategic delivery of CMI vision as the EPA organisation of choice for the Leadership and Management Apprenticeship Standard
- Provide compliance expertise on how to enhance regulatory performance through effective commercial and business growth models and how to underpin quality in vocational qualifications through end-point assessment
- Advise new awarding organisations on routes to enter the regulated market
- Increase sustainability and financial viability through forging strategic alliances and partnerships, and overhauling organisational performance by introducing new policies and implementing improvement and efficiency measures

Thought Leadership

- Define standards of delivery, end-point assessment standards and teaching qualifications for professional bodies
- Oversee internal and external approval processes for qualifications and assures AO compliance with regulatory requirements
- Provide consultancy services on QA, including serving as Regional QA Specialist for the British Safety Council

EXECUTIVE CAREER HIGHLIGHTS

Head of Quality Assurance & Customer Service | Imperial Society of Teachers of Dancing

2019 – 2020

2019

- As a member of the Extended Leadership Team, played a key role in transitioning the society to a stronger AO model by
 - defining the Quality Assurance Strategy and overseeing retention of Approved Dance Centres (ADC) delivery standards
 - regulating ISTD teaching qualifications, and supported the commercialisation of the ADC Model
 - leading development of market-driven qualifications
- Assured budgetary, strategic, operational and cross-business compliance by
 - developing the ISTD Compliance Strategy, ensuring alignment with the Business Plan
 - O overseeing reflection of Statement of Compliance in organisational policies, processes and operations
 - O training Directors on the new Self-Evaluation and Self-Monitoring Strategy for continuous compliance
 - $\,\circ\,\,$ collaborating with examiners and assessors on compliance and standardisation activities
 - managing operational activity of the Quality Assurance and Customer Service departments
- Played a key role in the organisational response to the COVID-19 pandemic through
 - $\, \odot \,$ advising on processes to implement remote assessment and invigilation
 - \odot implementing a Virtual Moderation Strategy to meet COVID-19 restrictions
 - leading on the high-profile "Calculated Results Programme" under Covid-19 for graded and teaching qualifications
- Partnered with the Director of Examinations to manage relationships with regulators and stakeholders in the UK and overseas

Education Regulatory Compliance Consultant | Azam's Consulting Ltd

- Provided consultancy advice to a range of AOs and qualifications bodies in relation to
- routes to enter the regulated market
- strategic changes required to meet standards and criteria of recognitions

Associate Director - Compliance & Standards AoFA Qualifications 2018 - 2019 • Guided the organisation to meet the Ofqual and Awarding Organisation Q requirements by providing strategic advice to the CFO and AAPA Q governing bars and quality improvement reports ending extendia udits and investigations, post audit action planse and quality improvement reports endedding systems and processes governing organisational regulatory and compliance matters Devised AoFAQ's Apprenticeship Agenda and complied EPA stundards for both AoFAQ and its sitter company Secured a budget to introduce new Quality Management Systems and staff training Head of Compliance, Assurance & Assessment Swimming Teachers' Association Served as the authority on awarding organisation compliance, regulatory requirements, qualification assessments and addits Established STA's new independent EPAD. 'Safety Training Assess Utif and managed the company's registrations on the UK Registor of Learning Providers and with Companies House Created the EPA service strategy and delivery model for Level 3 Leisure Duty Manager Standard, Level 3 Community Sport & Health Officer Standard, Level 2 Community Association Collaborated With the CEO to: design and device PDQ's delivery strategy noley and agenda for butchery. food operations and bakery sectors widen the Apprenticetiby AD Strategy for new Mod-Specialist standards Frahemed FDQ's delivery strategy noley and agend for butchery. (ood operations and bakery sectors) widen the Apprenticetiby AD Strategy for new Mod-Specialist standards Fohamed FDQ's delivery strategy netword agend for butchery. (ood operations and bakery sectors) widen the Apprentitorship AD Strategy for new Mod-Specialist	 Provided senior-level business and regulatory advice of a robustly commercial and sustainable quality-regulate Served as a Regional EQA Specialist for the British Safe 		on how to become
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