

# CAROLINE WALLACE

BUSINESS ASSURANCE MANAGER  
THE FIRE SERVICE COLLEGE



Caroline became the Business Assurance Manager in December 2010, having previously held the post of Quality Assurance Manager since September 2003.

Caroline has worked in the public sector for almost 30 years. She joined the Women's Royal Naval Service in 1977 and, following a successful career, joined HM Coastguard as an operations room operative for four years. On moving to the Cotswolds Caroline joined the College in 1996. Caroline has specialised in quality management systems and processes for the majority of her time at the College gaining an MA in Management in 2005.

Caroline is an advocate of continuous professional development and works toward this through maintaining her Chartered Manager Status since 2007.

Caroline was awarded an MBE in the Queen's Birthday Honours in 2009 for public and voluntary service.