



## Job Description:

# End-Point Assessment Officer

Permanent - Full Time

Location: Sale

Salary: £18K

Reports to: EPA Operations Manager

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### Overview

Training Qualifications UK is fast establishing itself as a leading Apprenticeship End-Point Assessment Organisation approved by the Education and Skills Funding Agency to deliver End-Point Assessment to Apprentices on an ever growing number of Apprenticeship Standards.

This role is an expansion of an existing team and sits at the centre of our EPA provision. EPA Officers provide invaluable support relating to the expectations TQUK places on its processes both internally and for external customers. You will be responsible for monitoring and maintaining the quality of our provision, and providing invaluable input to enable the team function to operate at its most efficient. This role requires someone who thrives on being organised with exceptional attention to detail and who is able to keep up with developments in an ever changing landscape. It is essential that our EPA Officers are confident handling a large workload with a keen eye for detail and ability to fairly and consistently apply rules. You will have the opportunity to build significant and key relationships with our EPA centres and enjoy working as part of a forward thinking team which is really making a difference.

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### Key responsibilities

- Review evidence submissions of Apprentices progressing through Gateway to confirm End-Point Assessment readiness in line with specific assessment plan requirements and support centres to meet evidence requirements and follows quality processes at all times
- Support the production of assessment and support materials
- Lead on arranging "Test" based assessment bookings and issuing all assessment results to relevant stakeholders, acting as liaison and quality check between the assessor, employer, and apprentice.

- Support the wider EPA Team with data requests and other tasks to enable excellent customer service and service level agreements to be consistently achieved
- Undertake an admin based duty associated with the end to end EPA journey as required
- Respond to complaints and enquiries in line with SLAs by telephone and email, escalating to management and seeking input from other teams when required.
- Provide systems access and training to Assessors and external centres as required
- Contribute to the development and improvement of TQUK internal systems and processes relating to EPA activity
- Support the Business Development Team with recruitment and on-boarding of new EPA centres
- Maintain an excellent working knowledge of TQUK's EPA offer

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### Other responsibilities

- Maintain in depth knowledge of TQUK products and services
- Work to improve and streamline processes and integrate the outcomes of your own work

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### Key requirements

- Holds a minimum of Level 2 English and Maths
- Previous experience of working in a regulated environment following quality assurance processes
- Previous experience of proof reading and document control
- Have excellent verbal and written communication skills, specifically via telephone and email

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### Key characteristics

Here are just a few of the essential softer skills you will need to successfully join our team:

- Be confident and ambitious with a "can do, will do" attitude.
- Have a willingness to learn
- Be courteous
- Be willing to put the team first
- Be well motivated, energetic, enthusiastic and able to work on your own initiative
- Be trustworthy and take responsibility for own area of work
- Apply a flexible approach to all work tasks and working relationships
- Have sound IT skills to support core role functions