



Job Description

Business Generic End-Point Assessment Assessor

Permanent Full Time Role

Location: Office / Remote Home based / Nationwide coverage

Reports to: EPA Lead Business Generics

Salary: £28,000 - £30,000

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.

The role of an Apprenticeship End-Point Assessor is to provide independent, fair, reliable, and consistent assessment services to Training Qualifications UK customers working with Apprenticeship Standards. End-Point Assessors are required to use assessment experience with robust and relevant industry knowledge to form judgements and grading decisions upon the completion of a variety of assessment activities, which test the apprentices' occupational competency.

This role requires someone who is flexible in their approach to all tasks, with the independence to travel as and when the business requires. Also has exceptional assessment abilities coupled with the ability to act with integrity and impartiality. The successful post holder will not only be responsible for delivering an agreed caseload of End-Point Assessments but will also take a lead role in the training and standardisation of freelance associate End-Point Assessors, undertake internal quality assurance-based tasks, and support with the delivery of training and support to external customers. The sector's that fall within this role to be assessed are;

- Business Administrator level 3
- Customer Service Practitioner level 2
- Customer Service Specialist level 3

Training Qualification UK. Dunham House, Cross Street, Sale, M33 7HH

T: 03333 58 3344

W: www.tquk.org

E: recruitment@tquk.org

Key Responsibilities

- Manage assigned caseload to ensure all stages of the End-Point Assessment journey are completed timely and to the expected standard
- Deliver outstanding End-Point Assessment services to assigned Apprentices and Employers
- Undertake End-Point Assessment activities with integrity and impartiality to offer a fair, reliable, unbiased and consistent assessment experience for all Apprentices and Employers
- Produce accurate, appropriate and well-informed assessment feedback/written reports to validate assessment decisions using the correct and as required regulatory paperwork and appropriate systems
- Maintain an excellent working knowledge of Apprenticeship Standards and Assessment Plans relevant to the sector areas as listed above
- Engage with internal quality assurance processes, undertaking the role as internal quality assurer as required
- Actively participate in, and as required lead moderation, standardisation and development activities and meetings as required
- As necessary support the development and delivery of training of freelance associate End-Point Assessors, and other external customers to aid a successful End-Point Assessment experience for all Apprentices
- Be responsible for maintaining your own on-going CPD relevant to assessment and internal quality assurance practices, the wider Apprenticeship landscape and the industry for which you assess
- Contribute where required to the review and growth of new assessment material and learning resources
- Develop and maintain an understanding of Training Qualifications UK internal policies and processes and adhere to them at all times
- Adhere to the highest possible quality standards relating to assessment practice and report any suspected or actualised breach of confidentiality or malpractice/maladministration to Training Qualifications UK
- Proactively recognise and deal with any developmental actions to manage risk accordingly
- Adhere to high levels of confidentiality in relation to Apprentices, Approved Centres and Employers whom Training Qualifications UK work with
- Provide advice and responses to questions and queries relating to specified Apprenticeship Standards and sector
- Requirement to travel. Has access to own transport with an ability/willingness to travel as the business needs

Other Responsibilities

- As necessary assist with complaints and/or assessment discrepancy using expert knowledge to draw conclusion about the case, acting as authoritative voice in cases where consensus cannot be reached
- Liaise with other departments to facilitate a smooth customer experience and journey
- Be aware of conflict of interest and report associated risks

- Engage with any Training Qualifications UK communications such as; internal updates, newsletters, policy updates or Centre information
- Support the screening and/or interview of potential End-Point Assessors/IQAs to verify expertise and qualification attainment meets industry requirement(s)
- Assist with investigations into potential malpractice where sector expertise is required in order to draw sound conclusions about the case

Essential Skills/ Experience/ Qualifications

- As a minimum must be competent and able to assess Business Administrator and Customer Service Practitioner/Specialist Standards
- Have current knowledge of the regulatory framework and other regulatory and legislative requirements such as safeguarding, Prevent, equality, diversity and inclusion and health and safety
- Hold a relevant Assessor qualification (D32/33, A1, TAQA equivalent) or EPA qualification with robust knowledge of assessment practice and techniques, including proficiency in remote assessment tools
- Hold a relevant Internal Quality Assurer Qualification (D34, V1)
- Functional Skills Level 2 English and maths qualifications held (or equivalent)
- Experienced in assessing work based learning
- Sound IT and digital literacy skills with proven experience of working with various Microsoft packages
- Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results
- Experience in organising and processing internal quality assurance practices; sampling of evidence; making judgements and providing constructive developmental feedback
- Ability to provide clear and accurate IQA actions and follow up on these for a timely resolution
- Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback
- Outstanding organisational and time management skills
- Evidence up to date sector knowledge and evidence of relevant CPD
- Be prepared to work in a regulated environment and be comfortable working to set standard operating procedures
- Ability to work in a flexible manner, adapt to different environments and solve problems independently

Desirable Skills/ Experience/ Qualifications

- Any industry relevant vocational qualifications (standard specific)
- Experience of End-Point Assessment delivery
- Experience in engaging with External Quality Assurance activities

Key Characteristics

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

- Ability to recognise change and improvement requirements and offer a solution driven approach
- Be confident and ambitious with a “can do, will do” attitude
- Be able to develop rapid and long lasting rapport with team members, customers and stakeholders
- Be well motivated, enthusiastic and able to work on your own initiative as well as a part of a wider team
- Be able to keep an eye on the bigger picture and appreciate where your role fits into the business
- Be passionate about education and the opportunities that it brings.
- Present a positive and professional image of Training Qualifications UK at all times
- Have a willingness to learn
- Be courteous
- Be willing to put the team first