



Job Description

Leadership & Management End-Point Assessment Lead

Permanent Full Time Role

Location: Office / Remote Home based / Nationwide coverage

Reports to: EPA Delivery Manager

Salary: £28,000 - £32,000

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;

- Team Leader/ Supervisor Level 3
- Operations/ Departmental Manager Level 5

Key Responsibilities

- Undertake a small annual caseload of EPA Assessor allocations to keep skills current and support wider role responsibilities.
- Maintain an excellent working knowledge of Apprenticeship Standards and Assessment Plans relevant to the sector areas as listed above.
- Engage with internal quality assurance process, acting as Lead IQA to apply & manage risk ratings for all assessors within their sector.
- Perform Line Management responsibilities for agreed Assessors within their sector.
- Support in the delivery of EPA Assessor performance monitoring activities such as observation/ desk top reviews.
- Support the recruitment of new EPA Assessors for given sector/ standard.
- Take responsibility for the design, delivery, and currency of training materials to successfully train all new on boarding Assessors for given sector/ standards.
- Develop, prepare and host engaging and meaningful standardisation activities to embed consistency in delivery and accuracy in decision making / grading outcomes.
- Develop and deliver externally facing training content to provide outstanding support for external stakeholders/ customers in relation to EPA.
- Lead on the production of bi-annual Lead Reports cascaded to all relevant EPA centers.
- Use expert knowledge to assist with and as required draw conclusion about the following cases, acting as authoritative voice in cases where consensus cannot be reached:
 - In bound complex customer queries
 - investigations into potential malpractice
 - complaints,
 - appeals
 - assessment discrepancy between Assessors/ IQAs
- Proactively support EQA activities and quality assure sample evidence submitted.
- Take responsibility for your own and monitor wider Assessors, within your given sector, on-going CPD relevant to assessment and internal quality assurance practices, the wider Apprenticeship landscape, and the industry for which you assess/ are responsible for.
- 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.
- Some requirements to travel. Has access to own transport with an ability/willingness to travel as the business needs.

Other Responsibilities

- Provide subject expert knowledge to aid the on-going review and development of:
 - Assessment materials wider than those associated with EPA
 - Qualification – new and existing
- Commit to becoming qualified to undertake and support with qualification EQA activities for your relevant sector.
- 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.

Essential Skills/ Experience/ Qualifications

- As a minimum must be competent and able to assess Team Leader/Supervisor and Operations/Departmental Standards.
- Holds a minimum of 2 years' occupation/sector experience at Level 5 or above gained within the last five years or significant experience of the occupation/sector, which has been maintained through ongoing CPD.
- 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- both assessing and IQA.
- 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

- Relevant vocational qualification around Leadership & Management.
- Ideally the post holder will have extensive professional management experience and hold a relevant Professional membership such as: The Institute of Leadership & Management (TILM) or Chartered Management Institute (CMI).
- 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.