

Personal specification for independent end point assessor

Travel Consultant

Essential industry specific qualifications and experience

Up-to-date, relevant, deep and broad experience of working in the following disciplines of the occupational area of the apprenticeship standard including practical and current knowledge of working practices, infrastructure, tools and technologies to support:

- **Clear understanding of current global travel advice and practices** - including passports and visas, Foreign and Commonwealth Office (FCO) advice and medial and safety information
- **Have undeniable experience in the travel industry practices and regulations** - including foreign exchange, industry codes, travel regulations and fare and ticketing rules
- **Deep knowledge of World geography** - including popular travel destinations, time zones and local climates, cultures, customs, and traditions
- **Considered knowledge of travel options** - including travel products and services and types of transport and accommodation
- **Experience using travel industry systems** - including booking and reservation systems,
- **Exemplar customer service** - including customer profiles, customer needs, exceeding expectations and tailor-made itineraries
- **Broad experience of communications and sales** - including building rapport, promoting confidence, repeat sales, achieving sales targets and upselling

Essential qualifications and experience

Qualified to a minimum Level 3 in travel and hold recognised assessment qualifications

Relevant and up-to-date CPD record

Occupationally competent with current experience in the apprenticeship's discipline they intend to assess

Essential knowledge and skills

An understanding of 'Trailblazer' apprenticeships, with specific knowledge about the relevant industry area for the role

Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results

Proficient IT skills

Analytical, critical thinking skills

Excellent interpersonal skills

Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback to both learners, Assessors and delivery staff

Organisational skills and the ability to prioritise effectively

Ability to work independently but also lead a team

Availability

Flexibility to travel across England

Driving License

Desirable

Experience of preparing for and presenting to a target audience

Experience of marking and grading assessments