

# Personal specification for Independent End-point Assessor

## Customer Service Practitioner

### Essential industry specific qualifications and experience

Up-to-date, relevant, and broad experience of working in the following industry area, including current knowledge of working practices, legislation and policy within customer service industry.

### Essential qualifications and experience

Understanding of the customer service sector and of the role covered by the apprenticeship

Current occupational competence of 2 years or more

Hold or be working towards a qualification to undertake assessment and verification activity (I.E PGCE, Cert ED, or Assessor/Verifier qualifications) and/or have significant knowledge and expertise in providing consistent and appropriate judgements of a candidate's skills and ability

Relevant and up-to-date CPD record

### Essential knowledge and skills

An understanding of apprenticeship standards, 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

### Availability

Flexibility to travel across UK

Driving License

### Desirable

Experience of preparing for and communicating to a target audience

Hold or working towards a qualification to undertake assessment and verification activity (Assessor/Verifier qualifications).

This could include PGCE, Cert Ed, Assessor Awards, Verification Awards And/ or have significant knowledge and expertise in providing consistent and appropriate judgements of a candidate's skills