

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.