Personal specification for Independent End-point Assessor

Digital Support Technician

Essential industry experience
At least three years relevant experience of working in this occupation;

Recent and relevant industry expertise higher than the level of the Digital Support Technician standard (either the Digital Applications Technician or the Digital Services Technician – as appropriate for the Option they are assessing), within the last two years;

The possession of practical and up to date knowledge, gained within the last two years, of the application of current working practices, infrastructure, tools and technologies appropriate to this occupation and of relevance to the sector/size of business in which they will be carrying out assessments.

Have an understanding of what an apprentice should be able to do in their role and level

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
Able to interview apprentices and communicate appropriately with apprentices

Availability
Flexibility to travel across UK, if required
Driving License

Desirable
Experience of preparing for and presenting to a target audience
Experience of marking and grading assessments
D32, D33, A1 or Level 3 TAQA or equivalent, or be working towards

Quality Assurance and Improvement Team,
October 2019