

Task profile

- Associate type:** Lead Independent End-point Assessor
- Managed by:** Associate Manager, Quality Assurance & Improvement Team
- Contracted days:** As per supply of services

Task purpose

- Monitor and support an allocated team of Independent End-point Assessors to ensure a standardised and consistent approach to quality assurance and End-point Assessment decisions
- Support the development and delivery of Independent End-point Assessor training, standardisation, updates and online resources
- Support the Quality Assurance & Improvement team with the recruitment, selection and training of new Independent End-point Assessors
- Produce a Lead Independent End-point Assessor report, reporting on trends and issues identified by Independent End-point Assessors, End-point Assessment customers and sampling. Produce an annual report to provide support and recommendations for customers
- Provide advice and guidance to the Quality Assurance & Improvement team, Product team, Qualification Assessment & Development team and the End-point Assessment team

Key Contracted Responsibilities

1. Standardisation and consistency of the Independent End-point Assessors

Monitor and support an allocated team of Independent End-point Assessors, to ensure a standardised and consistent approach to quality assurance and End-point Assessment decisions

Measures:

- Monitor and support a team of Independent End-point Assessors in line with their task profiles. Implement sampling plans, in line with the sampling strategy, recording sampling on sampling records
- Complete and submit all sampling records within 3 working days of the IEPA submitting their reports
- Standardise Independent End-point Assessor practice, to ensure that End-point assessment practices, policies and procedures are adhered to in line with City & Guilds and regulatory arrangements
- Accompany Independent End-point Assessors on End-point Assessment visits when requested by City & Guilds, to provide advice and guidance
- Provide support to the End-point Assessment team on Independent End-point Assessor queries, as requested
- Contribute to the annual Independent End-point Assessor review process

- Monitor and document Independent End-point Assessors' risk, in line with City & Guilds policies and procedures
- Implement and monitor SMART action planning

2. Development and delivery of briefings, updates and training

Support the development and delivery of Independent End-point Assessor training, standardisation updates, and online resources

Measures:

- Develop content for Independent End-point Assessor training, standardisation and updates, liaising with the relevant Industry/ QAD Manager and Associate Manager
- Present/ facilitate at Independent End-point Assessor training and standardisation sessions
- Develop online training materials, as requested

3. Recruitment, selection and training

Support the Quality Assurance & Improvement team with the recruitment, selection and training of new Independent End-point Assessors

Measures:

- Support the Quality Assurance & Improvement team with the recruitment, selection and training of new Independent End-point Assessors
- Vett application forms and confirm outcomes with the Quality Assurance & Improvement team as requested
- Mentor and support Independent End-point Assessors during End-point Assessments
- Support the Quality Assurance and Improvement team with the Independent End- point Assessor annual review process
- Confirm occupational competencies and CPD of Independent End- point Assessors

4. Trends and issues

Produce a Lead Independent End-point Assessor report for the Quality Assurance & Improvement team, reporting on trends and issues identified by Independent End- point Assessors, End-point Assessment customers and sampling. Produce an annual report to provide support and recommendations for customers

Measures:

Coordinate intelligence from Independent End-point Assessors, End-point Assessment customers and IEPA sampling to report on:

- Independent End- point Assessor performance, including best practice and Apprenticeship Standard information
- End- point assessment trends, training, issues and local knowledge
- Marketing data, business opportunities and/ or threats, competitor activity
- Risk notification
- Areas of good performance and areas for development
- Recommendations and advice for customers

5. Technical advice and guidance

Provide advice and guidance to the Quality Assurance & Improvement team, Product team, Qualification Assessment & Development team and the End- point Assessment team

Measures:

- Provide technical, Apprenticeship Standard specific advice
- Respond to phone calls and emails within 2 working days

Please note:

Lead Independent End- point Assessors must not give End-point Assessment customers their contact details to offer advice directly. They must be directed to the End-point Assessment Team