

<b>Role Title</b>	Independent End-point Assessor
<b>Reports to</b>	Associate Manager – Associate Management Team
<b>No. of direct reports</b>	0
<b>Full / Part Time</b>	Full Time
<b>Grade</b>	D3
<b>Location</b>	Flexible, but willing to travelling throughout UK when needed
<b>Created/Updated by</b>	D. Baines
<b>Created/Updated on</b>	September 22

*Helping people, organisations and economies develop their skills for growth*

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

### Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Job Summary

**Following the apprenticeship reforms, End-point Assessment has been implemented to assess all apprenticeship standards once apprentices have completed any on-programme requirements of their training with the provider.**

**The role of the Independent End-point Assessor (IEPA) is to make an impartial, final assessment of the apprentice's understanding, knowledge, skills and behaviours. As the IEPA, you will be responsible for delivering the End-point Assessment, making judgements**

against the apprenticeship standards and assessment criteria, and recording assessment decisions. End-point Assessments may be face-to-face or delivered remotely. The IEPA role will also support with the development of the EPA service and apprenticeship standards as we grow, and the volumes increase

## What you'll be doing

### Summary

- Assess and document apprentice competence against apprenticeship standards either at designated venues or remotely, using the stated assessment methods
- Provide advice and support to the End-point Assessment team (EPA team)
- Participate in standardisation activities to ensure a consistent approach to End-point Assessment
- Maintain a thorough knowledge of City & Guilds End-point Assessment policies and procedures
- Support teams across the business with the delivery of qualifications and the EPA service

### End point Assessment Activities

To assess and document apprentice competence against apprenticeship standards when requested by the EPA team.

Measures:

- Carry out and document End-point Assessments in line with City & Guilds and regulatory arrangements.
  - arrive at the site at least 45 minutes prior to the End-point Assessment
  - stay at the site for the duration of the End-point Assessment
  - Mark all components of the End-point Assessments, in line with grading criteria
- Record and submit concise IEPA feedback to the EPA team, explaining assessment decisions in line with the grading criteria
- Effectively communicate details of local knowledge to the End-point Assessment team and the Lead Independent End- point Assessor (LIEPA)
- Complete and upload all End-point Assessment recording documentation to the EPA portal within 3 working days of the activity
- To support with and participate in standardisation activities and support with assessments when required, as directed by EPA team or Associate Manager
- To support the wider City & Guilds group with the development and review of assessment and quality assurance materials for the apprenticeship standards
- To support Industry Managers and/or Technical Advisors with support for customers, using industry knowledge, as well as information needed for the EPA team
- To work with Associate Managers within the Associate Management Team to support initiatives to monitor and improve quality assurance for End-point Assessment, and to source additional IEPAs from specific industry area

### Advice & Support

Provide advice and support to the EPA team.

Measures:

- Provide advice on potential improvements to processes and systems to the EPA team
- Provide advice to the EPA team on specific End-point Assessment queries, when requested
- Report any suspected End-point Assessment malpractice issues to City & Guilds immediately, in line with the malpractice policy
- Respond to 'phone calls and emails within 2 working days

- Work closely with teams within City & Guilds to provide generic and industry specific guidance to ensure quality is maintained
- Support recruitment campaigns to source and maintain our pool of IEPAs

### **Standardisation**

Participate in standardisation activities

Measures:

- Attend and participate in standardisation and training activities to ensure a consistent approach to End- point Assessment and standardised decision making
- Maintain and document CPD; to be submitted on request
- Ensure any personal action/ improvement plans are achieved, within agreed timescales and to required standards

### **Business Awareness**

Maintain a thorough knowledge of City & Guilds End-point Assessment policies and procedures

Measures:

- Keep up to date with any changes to the End-point Assessment policies and procedures by reading and digesting updates and attending and participating in any refresher training and standardisation
- Keep up to date via websites and email correspondence
- Forward any industry intelligence on End-point Assessment customer trends to the LIEPA and the EPA team

### **How success will be measured**

- LIEPA sampling to review and confirm standardised IEPA assessment decision making, in line with assessment criteria and guidance from assessment plans
- Engagement, interaction, and contribution during standardisation activities to measure confidence in assessment decision and standardisation of approaches and decisions
- Quality assurance systems and performance review to measure IEPA performance during conducting of EPA activities, as well as wider tasks set by teams and line manager
- Individual objectives measured through 1:1s, honest conversations and informal review.

### **What we're looking for**

#### **We can't live without...**

- **This is covered in detailed Person Specification (industry dependent) ...**

#### **We would love you to have...**

- **This is covered in detailed Person Specification (industry dependent) ...**

## The way we prefer to work

### **Behave as one inclusive team**

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

### **Collaborate**

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

### **Focus on the customer**

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

### **Do what you say you are going to do**

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

### **Proactively find and take new opportunities**

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

### **Welcome feedback and continuously learn**

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly

- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything