



# RECRUITMENT PACK

**INDEPENDENT END-POINT ASSESSOR**

**LEVEL 2** Customer Service  
Practitioner



**FutureQuals**<sup>®</sup>



01530 836668



info@futurequals.com



futurequals.com



One of the UK's **most progressive** awarding and end-point assessment organisations





## Role Purpose

Acting as an ambassador of FutureQuals, you will be responsible for carrying out End-point Assessment activities on apprentices against the Level 2 Customer Service Practitioner Standard.

## Location

Remote and onsite opportunities available.

## Salary

Competitive rate per assessment.

# JOB DESCRIPTION

## Key Responsibilities

- Assessing and documenting apprentice competence against industry specific Apprenticeship Standards, at designated venues using the approved assessment methods and grading criteria.
- Ensuring all assessment judgements are fair, valid and free from bias.
- Providing technical, Apprenticeship Standard specific advice to a range of internal and external stakeholders.
- Taking part in regular training and standardisation activities, associated with the role of an Independent End-point Assessor.
- Maintaining and providing evidence of up to date and ongoing, relevant Continuous Professional Development (CPD).
- Responding to End-point Assessment operational activities, reporting and submissions of assessment outcomes.
- Reporting all risks and issues encountered during the End-point Assessment, including suspected malpractice/maladministration.
- Reporting potential and/or actual conflicts of interest, including in relation to the independence of assessment.
- Taking part in best practice, training and standardisation activities to ensure a consistent approach to independent End-point Assessment.
- Maintaining a thorough knowledge of FutureQuals independent End-point Assessment policies and procedures.



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## Values

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**Visionary**

**Supportive**

**Innovative**

**Professional**

# PERSON SPECIFICATION

## Essential Qualifications, Knowledge and Experience

- Hold or 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 skill and ability
- Current occupational competence of 2 years or more
- Understanding of the customer service sector and of the role covered by the apprenticeship

## Essential Skills and Abilities

- Excellent interpersonal, verbal and written communication skills.
- Experience of producing reports and feedback material.
- Excellent organisation, administrative and planning skills.
- Proficient IT skills, with experience of using key business software.
- Availability to attend, or manage, key activities throughout the year.



# Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Any appointment will be made on merit alone.



# How to Apply



In the first instance should you wish to discuss the role further please email [EPAO@FutureQuals.com](mailto:EPAO@FutureQuals.com)

Applications should be emailed to [HR@FutureQuals.com](mailto:HR@FutureQuals.com) by sending in a CV and covering letter.

Closing date: Ongoing Recruitment



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