



RECRUITMENT PACK

INDEPENDENT END-POINT ASSESSOR LEVEL 3
Emergency Contact Handler



FutureQuals[®]



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 3 Emergency Contact Handler 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

Visionary

Supportive

Innovative

Professional

PERSON SPECIFICATION

Essential Qualifications, Knowledge and Experience

- No qualifications listed as a requirement
- Must have worked in an emergency service environment for a minimum of 3 years, in a role which directly demonstrates their occupational competence in contact handling in relation to the knowledge, skills and behaviours detailed in the standard.
- If the Assessor is not currently working in a Contact Centre environment, the End-point Assessment Organisation is expected to ensure that the Assessor maintains credible CPD. For example, the End-point Assessment Organisation could hold CPD/standardisation events which would include simulated exercises in contact handling.
- Due to the nature of this occupation, the Assessor will also need to be emotionally resilient as they may witness events which may be of a distressing nature.

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

Applications should be emailed to HR@FutureQuals.com by sending in a CV and covering letter.

Closing date: Ongoing Recruitment



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