

JOB DESCRIPTION

TITLE OF POST:	Independent End Point Assessor (IEPA)
STANDARD:	Pharmacy Services Assistant
RESPONSIBLE TO:	Assessment Manager
MONITORED BY:	Lead Independent End Point Assessor (LIEPA)
SALARY:	Payment will be based on a rate per assignment (Reasonable travel and expenses paid in addition to agreed rate)
STATUS:	Contracted services (self-employed)

FUNCTION OF THE POST:

- Provide a high-quality independent assessment experience for apprentices and their employers.
- Undertake assessment of apprentices in line with relevant Open Awards assessment strategies, guidance documents and supporting materials, ensuring high standards are maintained.
- Provide standard specific technical advice and support to Open Awards to continually improve assessment activities and minimise risk to assessment validity.
- Work with the wider Open Awards team to develop and promote the Open Awards' end point assessment offer to all stakeholders.

MAIN DUTIES AND RESPONSIBILITIES:

Assessment

1. Maintain a thorough working knowledge of all Open Awards' end point assessment policies and procedure, applying these impartially in practice.
2. Assess the knowledge, skills and behaviours of apprentices in line with the relevant standard and assessment plan, ensuring all assessment requirements are met.
3. Provide detailed feedback to justify and support assessment and grading decisions in line with defined criteria.
4. Comply with Open Awards assessment processes and operational requirements, ensuring assessment documents are completed fully and accurately, and submitted in line with defined timescales.
5. Ensure assessments accommodate reasonable adjustments where these have been approved in advance by Open Awards.
6. Maintain the confidentiality and security of live assessment instruments and supporting documentation, ensuring these and/ or their contents are not shared or communicated to unauthorised parties.
7. Support the maintenance of Open Awards assessment strategy and instruments, providing feedback on performance.

Technical advice and support

8. Provide support to Open Awards as required in order to deal with technical enquiries, including with regard to assessments and reasonable adjustments, in a timely manner.
9. Support Open Awards, if necessary, in managing enquiries and appeals from apprentices in relation to assessment decisions.
10. Provide advice on potential improvements to assessment instruments and the assessment process and procedures.
11. Provide data and reports to Open Awards to support business and regulatory activities, including for standardisation and performance reviews.
12. Support the development of related marketing and promotional materials in liaison with the Development and Marketing team such as content for case studies and news articles.

Standardisation and currency

13. Attend and participate in standard specific and other training and standardisation activities associated with the role.
14. Adapt and revise assessment practice in line with agreed outcomes from standardisation activities.
15. Undertake and maintain standard specific continuous professional development (CPD) to ensure technical knowledge and skills are current and credible.
16. Provide evidence of CPD activities to Open Awards upon request.
17. Undertake CPD activities to ensure the current standard, associated assessment plan and external quality assurance requirements are met.
18. Support the technical content of events, webinars and workshops.

Quality assurance

19. Work collaboratively with Open Awards colleagues to address assessment and administration issues in a timely manner and ensure service standards are met.
20. Report any suspected malpractice or maladministration concerns immediately to Open Awards.
21. Respond to requests for information or clarification to support internal or external quality assurance activities in a timely manner.
22. Complete any personal actions/ improvement requirements resulting from quality assurance activities to the required standard within agreed timescales.

General Responsibilities

23. Inform Open Awards as soon as practicable of any change in circumstances that may result in an actual or potential conflict of interest, including in relation to the independence of end point assessment.
24. Manage own performance to ensure service standards are met.
25. Undertake remote assessment and/ or travel to undertake end point assessment activities within agreed timescales.
26. Travel to and work from any site that the duties of the job may reasonably require.
27. Provide Open Awards with any market intelligence relating to the standard and competitor offers.
28. Contribute to the continuous improvement of Open Awards end point assessment service.
29. Support other members of the Open Awards team to coordinate activity.
30. Carry out any other relevant duties as specified, from time to time by the Management Team.
31. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken
32. It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Open Awards policies, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, Open Awards Health and Safety policy, and the Mission, Vision and Values of Open Awards

Open Awards Mission, Vision and Values

Our Vision is:

To change lives through learning.

Our Mission Statement is:

To support educational achievement for all learners.

Our Values are:

- **Excellence:** To exceed standards in all we do, inspire excellence in our staff, centres and learners, and deliver a personalised customer service that surpasses expectations.
- **Respect:** To foster a culture of respect and inclusiveness, being receptive to each other and customers, and acting with integrity.
- **Innovation:** To listen, learn, discover and develop; to respond effectively to and invest in our staff, centres and learners.
- **Aspiration:** We strive to be visionary and influential.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

Job description reviewed – February 2021

Person Specification

TITLE OF POST: Independent End Point Assessor (LIEPA)

STANDARD: Pharmacy Services Assistant

Criteria	Knowledge and Skills	Essential/ Desirable Criteria	Evidence source*
Qualifications and Training	1. Qualified and registered as a Pharmacist or Pharmacy Technician with the General Pharmaceutical Council (GPhC)	Essential	Q/C/R
	2. Hold or be working towards a formal assessor qualification (e.g., D32/33, A1)	Essential	Q/C/R
Experience/ Knowledge	3. Recent relevant experience as a Pharmacist or Pharmacy Technician with at least three years' experience in the role.	Essential	AF
	4. Understand the standard and assessment plan	Essential	AF & I
	5. Experience of assessing work-based competence	Desirable	AF
	6. Experience of delivery or administration of an Ofqual-regulated qualification	Desirable	AF
	7. Experience of developing and maintaining customer relationships	Essential	AF & I
	8. Experience of working in an adult/further education environment	Desirable	AF & I
Skills/ Abilities	9. Experience of working remotely and contributing to video conferencing meetings		I
	10. Ability to build strong relationships with customers and colleagues	Essential	AF & I
	11. Ability to comply with processes that meet regulatory requirements	Essential	AF & I
	12. Ability to discuss and make clear systems and processes to customers	Essential	AF & I
	13. Strong organisational skills	Essential	AF & I
	14. Ability to represent Open Awards in discussions with customers and other stakeholders	Essential	I
	15. Strong verbal and written communication skills	Essential	AF & I
	16. Be self-motivated and use own initiative to meet agreed targets	Essential	AF & I
	17. Ability to organise work on multiple tasks at once	Essential	AF & I
	18. Ability to work as part of a team	Essential	AF & I
	19. Ability to identify and solve problems and suggest solutions	Essential	AF & I
	20. Keen eye for detail	Essential	AF & I
	21. Be ICT literate using Microsoft Office and Outlook in a range of purposes	Essential	AF & I
Commitment	22. Commitment to Equality & Diversity	Essential	I
	23. An understanding of and a personal commitment to the Mission, Vision and Values of Open Awards	Essential	AF & I
	24. Commitment to customer service	Essential	AF & I
	25. Commitment to attend standardisation events and activities as required	Essential	I

Criteria	Knowledge and Skills	Essential/ Desirable Criteria	Evidence source*
	26. Commitment to own Continuous Professional Development to maintain technical currency and credibility	Essential	AF & I
Other	27. Be independent of the apprentice, employer and training provider 28. Be adaptable, flexible and open to change. 29. Flexible approach to travel at short notice and overnight stays 30. Access to a laptop/ PC with a secure and reliable internet connection	Essential Essential Essential Essential	I AF & I AF & I I

* Evidence source/ method of assessment:

AF = Application form I = interview Q/C/R = Qualifications/ Certificates/ Professional registration

Person Specification reviewed – February 2021