

Role Description

Title of Post:	Lead Independent End-point Assessor (LIEPA)
Standard:	ST0072 Customer Service practitioner
Responsible to:	Assessment Delivery Manager
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.
- Support Open Awards to recruit and train IEPAs.
- Support and monitor a team of IEPAs to ensure a consistent and standardised approach to end-point assessment across the standard.

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.
8. Monitor and report on the performance of individual IEPAs through sampling assessment activities and documentation in line with agreed sampling strategy and level of risk.

Technical advice and support

9. Provide support to Open Awards as required to deal with technical enquiries, including with regard to assessments and reasonable adjustments, in a timely manner.
10. Support Open Awards, if necessary, in managing enquiries and appeals from apprentices in relation to assessment decisions.
11. Provide advice on potential improvements to assessment instruments and the assessment process and procedures.
12. Provide data and reports to Open Awards to support business and regulatory activities, including for standardisation and performance reviews.
13. 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.
14. Support Open Awards in the recruitment, induction and training of new IEPAs, confirming occupational competency and industry credibility.
15. Provide a point of advice and guidance to an allocated team of IEPAs on assessment queries.

Standardisation and currency

16. Plan, develop and lead standard specific and other training and standardisation activities associated with the role.
17. Adapt and revise assessment practice in line with agreed outcomes from standardisation activities.
18. Contribute to the development of training and standardisation resources as requested.
19. Undertake and maintain standard specific continuous professional development (CPD) to ensure technical knowledge and skills are current and credible.
20. Provide evidence of CPD activities to Open Awards upon request.
21. Undertake CPD activities to ensure the current standard, associated assessment plan and external quality assurance requirements are met.
22. Support the technical content of standard specific events, webinars and workshops.

Quality assurance

23. Work collaboratively with Open Awards colleagues to address assessment and administration issues in a timely manner and ensure service standards are met.
24. Report any suspected malpractice or maladministration concerns immediately to Open Awards.
25. Respond to requests for information or clarification to support internal or external quality assurance activities in a timely manner.
26. Complete any personal actions/ improvement requirements resulting from quality assurance activities to the required standard within agreed timescales.
27. Support and monitor the performance of an allocated team of IEPAs.
28. Contribute to the annual IEPA review process.
29. Produce a report every six months summarising intelligence obtained through IEPA monitoring, stakeholder feedback and industry networking, making recommendations for improvements.

General Responsibilities

30. 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.
31. Manage own performance to ensure service standards are met.
32. Undertake remote assessment and/ or travel to undertake end-point assessment activities within agreed timescales.
33. Provide Open Awards with any market intelligence relating to the standard and competitor offers.
34. Contribute to the continuous improvement of Open Awards end-point assessment service.
35. Support other members of the Open Awards team to coordinate end-point assessment activity.

36. Support the organisation's commitment to equality and diversity and to promote non-discriminatory practices in all aspects of the work undertaken

This role 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.

Role description reviewed – March 2024

Person Specification

Title of Post: **Lead Independent End-point Assessor (LIEPA)**

Standard: **ST0072 Customer Service Practitioner**

Criteria	Knowledge and Skills	Essential/ Desirable Criteria	Evidence source*	
Qualifications and Training	1. Hold a formal assessor qualification (e.g., D32/33, A1, CAVA) or willing to work towards	Essential	Q/C/R	
	2. Hold or be working towards a formal internal quality assurance (IQA) qualification (e.g., D34, V1)	Essential	Q/C/R	
Experience/ Knowledge	3. Understanding of the customer service sector and of the role covered by the apprenticeship	Essential	AF AF & I	
	4. Current occupational competence of 2 years or more Understand the standard and assessment plan	Essential	AF & I AF AF	
	5. Experience of assessing work-based competence	Essential	AF & I	
	6. Experience of delivery or administration of an Ofqual-regulated qualification	Desirable	AF & I	
	7. Experience of undertaking quality assurance within an education/ training environment	Desirable	AF & I	
	8. Experience of developing and maintaining customer relationships	Essential	AF & I	
	9. Experience of working in an adult/further education environment	Desirable	I	
	10. Experience of working remotely and contributing to video conferencing meetings	Desirable	AF & I AF & I	
	11. Experience of managing a team of assessors			
	12. Experience of mentoring new assessors			
	Skills/ Abilities	13. Ability to build strong relationships with customers and colleagues	Essential	AF & I
		14. Ability to comply with processes that meet regulatory requirements	Essential	AF & I
15. Ability to discuss and make clear systems and processes to customers		Essential	AF & I	
16. Strong organisational skills		Essential	AF & I	
17. Ability to represent Open Awards in discussions with customers and other stakeholders		Essential	I	
18. Strong verbal and written communication skills		Essential	AF & I	
19. Be self-motivated and use own initiative to meet agreed targets		Essential	AF & I	
20. Ability to organise work on multiple tasks at once		Essential	AF & I	
21. Ability to work as part of a team		Essential	AF & I	
22. Ability to identify and solve problems and suggest solutions		Essential	AF & I	
23. Keen eye for detail		Essential	AF & I	
24. Be ICT literate using Microsoft Office and Outlook in a range of purposes		Essential	AF & I	

Criteria	Knowledge and Skills	Essential/Desirable Criteria	Evidence source*
Commitment	25. Commitment to Equality & Diversity	Essential	I
	26. Commitment to customer service	Essential	AF & I
	27. Commitment to plan and lead training & standardisation events and activities as required	Essential	I
Other	28. Commitment to own Continuous Professional Development to maintain technical currency and credibility	Essential	AF & I
	29. Be independent of the apprentice, employer and training provider	Essential	I
	30. Be adaptable, flexible and open to change	Essential	AF & I
	31. Flexible approach to travel at short notice and overnight stays	Essential	AF & I
	32. Access to a laptop/ PC with a secure and reliable internet connection	Essential	I
	33. Full Driving Licence	Desirable	I
	34. Appointment subject to Basic DBS Disclosure.	Essential	I

* Evidence source/ method of assessment:

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

Person Specification reviewed – March 2024