



Pearson

Job description: Independent end-point assessor for Retailer (Level 2) End-Point Assessments

About Pearson

Pearson is the world's leading learning company, with 35,000 employees in more than 70 countries working to help people of all ages to make measurable progress in their lives through learning. We put the apprentice at the centre of everything we do, because wherever learning flourishes, so do people. Find out more about how we can help you and your learners at qualifications.pearson.com

Overview of the independent end-point assessor role:

The Government has introduced a requirement that all apprenticeships contain an end-point assessment (EPA) which is a holistic assessment of the Knowledge, Skills and Behaviour (KSBs) that have been learnt throughout the apprenticeship. This is to make sure that apprentices meet the rigorous standard set by employers and are fully competent in the relevant occupation. Pearson must provide employers with the confidence that completing an apprenticeship means an individual is fully job-ready and that all apprentices, following the same standard, are assessed consistently, regardless of where they are undertaking their apprenticeship or who they are doing it with.

An independent EPA means that those making a decision on the competency of the apprentice have nothing to gain from the outcome of the assessment. To maintain independence within the scope of this EPA, an independent end-point assessor (IEA) can only undertake end-point assessments of apprentices, with whom they have no conflict of interest. This means they must be independent of the registered apprenticeship training provider at which the apprentice completed their on-programme element, and must not have been involved in the on-programme training, assessment, or line management of such apprentices.

The end-point assessments will be conducted onsite, or remotely, on dates agreed with employers and/or providers if appropriate. IEAs will record and submit the EPA outcomes, with clear justifications for the grading decisions. EPA activities will be quality assured by Pearson quality assurance representatives.

IEAs will be qualified assessors that meet the occupational profile of the apprentices they are assessing and will be trained, standardised and approved to operate as IEAs. The IEAs will undertake EPAs in line with the associated apprenticeship assessment plan, and the materials provided by Pearson. Please see the below Key Accountabilities and Person Specification sections for further details.

Key Accountabilities:

The IEA will:

- Take part in regular training and standardisation activities, associated with the role of IEA for this EPA
- Maintain and provide evidence of ongoing, relevant Continuous Professional Development (CPD)
- Assess the performance of candidates in accordance with published assessment and grading criteria and procedures, ensuring overall standards are maintained
- Follow the protocols set out in Pearson's specifications, assessment materials and quality assurance protocols, relating to the EPAs
- Maintain service-level agreements with regards to responding to EPA planning, operational activities, reports and submissions of assessment outcomes
- Report all risks and issues encountered during the end-point assessment to Pearson, including any suspected malpractice/maladministration
- Ensure all EPA reports and assessment evidence are high quality and recorded accurately
- Support Pearson, if necessary, with any appeals from apprentices, regarding assessment decisions
- Raise any conflicts of interest, including in relation to the independence of assessment
- Ensure that any personal actions are completed, as required by Pearson
- Contribute to the continuous improvement of Pearson's end-point assessment activities
- Contribute to the external quality assurance activities undertaken by the Retailer Apprenticeship Board.

Person Specification

Occupational Profile¹:

The main purpose of a retailer is to assist customers when they purchase products and services, which requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments, for example, using a till. Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Therefore, retailers enjoy direct contact with a wide range of people and are motivated by completing a sale and knowing a customer is happy with their purchase. They can work in a variety of shops and other retail establishments: small boutiques, large high street chains, supermarkets and well-known department stores are just some examples. More specialist retailers include funeral services, garden centres, delicatessens and people who work in remote environments for example in telephone, on-line and mail order retail.

¹ Profile drawn and adapted from Apprenticeship Standard for Retailer, Reference Number: ST0327, which was approved on 11th May 2016. Usage under the terms of the Open Government Licence. Visit <https://www.instituteforapprenticeships.org/apprenticeship-standards/retailer/>

Background and Experience (essential):

- Evidence of assessing staff or learner competence, at the level or above of the EPA
- Hold an assessor qualification (e.g. A1, TAQA etc)
- Experience of leading meetings/structured interviews/discussions
- Current experience of working within a retailer role
- Evidence of commitment to maintaining CPD, in line with new apprenticeship requirements and the EPA specialism, including maintenance of recent occupational experience
- Experience of complying with quality assurance/regulatory requirements

Background and Experience (desirable):

- Current experience of working within a retailer role in a range of settings/environments
- Hold or be working towards an internal quality assurance qualification
- Hold an appropriate retailer qualification at level 2/3 (or higher)
- Experience of making grading judgements
- Recent DBS
- Knowledge of Prevent & safeguarding

Skills & Knowledge (Essential)

- Excellent written, verbal and interpersonal skills, including the ability to effectively respond to conflicts
- Flexibility to understand and respond to the individual needs and circumstances of employers/apprentices
- Sufficient and relevant technical expertise and knowledge, developed through hands-on experience, of:
 - industry structure and processes
 - relevant legal and regulatory frameworks
 - a range of products and services offered within the industry
 - systems, tools, equipment, machinery and processes used within retailer roles
- In-depth knowledge of the associated apprenticeship standard, assessment plan, specification, assessment instruments and recording tools
- Ability to assess, free from bias
- Ability to assess and report risks
- Ability to meet deadlines

Other requirements

Any applicant undertaking this role will be expected to:

- Have personal IT equipment capable of running Pearson required software
- Have a suitable broadband connection, Microphone, Headphones and a webcam
- Have a personal and secure email account
- Have a postal address in the United Kingdom or Republic of Ireland, Guernsey, Jersey Isle of Man
- Have the right to work in the UK
- Allow additional time for travel, when making EPA arrangements