

Task profile

Associate type: External Assessor

Monitored by: Lead External Assessor

Managed by: Associate Manager, Quality Assurance & Delivery Team

Contracted Days: As per supply of services

Task purpose

- Assess and document learner competence against Qualification Standards either at designated venues or remotely, using the stated assessment methods
- Provide advice and support to the Quality Assurance & Delivery team
- Participate in standardisation activities to ensure a consistent approach to External Assessment
- Maintain a thorough knowledge of City & Guilds policies and procedures

Key contracted responsibilities

1. Assessment Activities

To assess and document learner competence against Qualification Standards when requested by the Quality Assurance & Delivery team.

Measures:

- Carry out and document External Assessments in line with City & Guilds and regulatory arrangements
- Record and submit concise External Assessor feedback to the Quality Assurance & Delivery team, justifying marking outcomes in line with the assessment criteria
- Complete and submit all External Assessment recording documentation to the Quality Assurance & Delivery team within 2 working days of the activity

2. Advice and support

Provide advice and support to the Quality Assurance & Delivery team.

Measures:

- Provide advice on potential improvements to processes and systems to the Quality Assurance & Delivery team
- Provide advice to the Quality Assurance & Delivery team on specific External Assessment queries, when requested
- Report any suspected Centre malpractice issues to City & Guilds immediately, in line with the malpractice policy
- Respond to phone calls and emails within 2 working days

3. Standardisation

Participate in standardisation activities

Measures:

- Attend and actively participate in standardisation and training activities to ensure a consistent approach to External Assessment
- Ensure occupational competency is maintained through documented continuing professional development
- Document CPD records; to be submitted on request
- Ensure any personal action/ improvement plans are achieved, within agreed timescales and to required standards

4. Business awareness

Maintain a thorough knowledge of City & Guilds External Assessment policies and procedures

Measures:

- Keep up to date with any changes to the External Assessment policies and procedures by reading and digesting updates and attending and participating in any refresher training
- Keep up to date via websites and email correspondence
- Forward any market intelligence on External Assessment customer trends to the Quality Assurance & Delivery team