

About Gateway Qualifications

At Gateway Qualifications our focus is on creating the highest levels of in-demand qualifications which are accessible to everyone enabling all learners to thrive. To do that, we want people working with us who represent and reflect the diversity of everyone in the UK. As an equal opportunity employer, we therefore encourage applications from people of all backgrounds and are committed to employment practices that promote diversity and inclusion.

Our expert teams have been supporting providers and changing futures for more than 30 years.

As an Awarding Organisation we offer a wide range of Regulated Qualifications, Apprenticeships and Access to HE Diplomas and can develop new qualifications and quality assure in-house training.

Important Information

Role	Independent Apprenticeship Assessor (IAA) Digital Device Repair Technician
Division/Department	Awarding / EPA
Contract Type	Contract for Services (Self-Employed Contractor)
Working Hours	Variable
Location	Remote

Role Purpose & Tasks

- To provide independent, fair, reliable and consistent End-point Assessment services to Gateway Qualifications, through assessing and documenting an apprentice's competence against industry-specific standards, within agreed Service Level Agreement (SLAs) and using appropriate technology systems
- To conduct End-point Assessment activities as per the assessment plan and Gateway Qualifications' standard specifications, policies and procedures
- To maintain a working knowledge of EPA, vocational area, Apprenticeship Standards and evidence of CPD
- To support Gateway Qualifications' continuous improvement through active participation in standardisation events and acting on internal quality assurance feedback

Responsibilities and Accountabilities

- Understand and operate to Gateway Qualifications' policies and procedures
- Work with the EPA Manager and EPA Officer to schedule End-point Assessments, ensuring that there is no conflict of interest in an assessment activity undertaken
- Undertake End-point Assessment activities with integrity and impartiality to offer a fair, reliable, unbiased and consistent assessment experience for all apprentices
- Record accurately all assessment activities undertaken using Gateway Qualifications templates, to validate assessment judgements and decisions, within agreed Service Level Agreements
- Safely store all assessment activity records on the relevant systems

- Maintain an excellent working knowledge of apprenticeship standards and assessment plans that Gateway Qualifications is delivering for standards allocated
- Keep industry competence and knowledge up to date in line with assessment plan and Gateway Qualifications' requirements
- Engage with internal quality assurance processes and act on feedback from internal quality assurance activities
- Actively participate in standardisation events and meetings, to ensure quality, compliance and consistency
- Support the recruitment, development and delivery of training of other Independent End-point Assessors if required
- Feedback any comments on the assessment tools and materials to the EPA Manager and IQA for submission to the Product Lead for inclusion within the review and continuous improvement process
- Contribute to the development and continuous improvement of Gateway Qualifications processes and procedures
- Adhere to the highest possible quality standards relating to assessment practice and report any suspected or actualised breach of confidentiality or malpractice/maladministration
- Feedback any risks or incidents directly to the EPA Manager for action and investigation
- Assist with enquiries, appeals and complaints using expert knowledge, subject to no conflict of interest
- Liaise with the EPA team to ensure a smooth customer experience and journey

Person Specification (Short Listing Criteria)

ESSENTIAL AND/OR DESIRABLE IDENTIFIED FROM CV

Qualifications

- A recognised current workplace assessment qualification (e.g.D32/33, A1, CAVA, TAQA, Level 3 Award in Undertaking EPA)
- Mandatory qualifications as per standard specific assessment plan requirements
- Current Basic DBS

Experience, Knowledge & Skills

- Current, relevant occupational expertise and knowledge, at the relevant level of the occupational area(s) assessing
- Current experience in conducting End-point Assessments in the apprenticeship standards you apply for
- Industry/sector specific experience and expertise as per assessment plan requirements
- Experience of working in apprenticeship sector and in End-point Assessment

ESSENTIAL & DESIRABLE, TO BE ASSESSED AT INTERVIEW

Experience, Knowledge & Skills

- A proficient level of digital literacy; experience of using Microsoft Suite and a range of other digital tools and apps, including specific EPA industry standard systems.
- A proficient level of communication skills, specifically written and oral, to be able to communicate effectively with a wide range of stakeholders.
- Excellent time management skills, with the ability to prioritise and work to deadlines, to ensure efficient and effective outcomes.
- Excellent attention to detail and accuracy.

Personal Qualities

- Ability to relate to and work in line with our Values.
- A commitment to providing excellent customer service.
- Self-motivated and the ability to work independently and on own initiative.
- Proactive in self-development activities.

General Statement

All staff and Wider Workforce are expected to create an environment of service excellence by engaging and thinking from the customers' perspective and being highly motivated to deliver outstanding customer service.

All staff and Wider Workforce are expected to be aware of and comply with relevant policies, processes, and procedures of the organisation.

All staff and Wider Workforce are expected to carry out their work in line with the organisation's values of Partnership, Integrity, Originality, and Quality.

Equipment and Support

- In order to successfully fulfil this role, you must have access to a laptop/desktop computer, high speed internet connection and the ability to use Microsoft applications.
- When you start working with us you will be required to attend an induction and some initial training sessions. We offer these via webinar wherever possible but sometimes you may be required to travel to a venue.
- You will be expected to participate in annual training and commitment to participation in monthly communication and update sessions.
- As part of your role, you may be required to travel to attend Recognised Centres or events. A driving licence and access to vehicle, or access to a good public transport network is necessary.

Working with Us

All Wider Workforce are expected to create an environment of service excellence by engaging and thinking from the customers perspective and being highly motivated to deliver outstanding customer service. You will be expected to be aware of and comply with all relevant policies, processes, and procedures of the organisation.

We are a business that is also a charity, and we all take pride in our main role of supporting our centres. It's a key part of what we do.

If you join us, you'll be joining an award-winning team who work hard every day to make a difference to the lives of learners. We have won in the following categories at the Federation of Awarding Bodies (FAB) Awards; Qualification of the year, two years in a row, Learner of the year, Individual of the year, AO/Provider Relationship of the year, Awarding Organisation of the year and Innovation of the year.

We've been through a lot of changes in the last five years, and no doubt there will be more to come as the qualification marketplace evolves, but we are a team who can embrace change and are adaptable and innovative. We also have fun too!

You can read all the information about [Gateway Qualifications on our website.](#)

Our Company Values

We believe in involving our staff in all aspects of the business. We asked them to choose our values and behaviours so that it means something. We expect everyone to demonstrate these in their everyday work when representing Gateway Qualifications. All staff and Wider Workforce are expected to carry out their work in line with the organisation's values of:



Partnership

Working together
Supporting teamwork across the organisation
Communicating, listening, supporting, and collaborating



Integrity

Behaving ethically, with openness and honesty
Trusting and respecting each other
Taking ownership of our performance



Originality

Embracing change
Thinking creatively and innovating
Encouraging positive risk taking



Quality

Striving to do things right every time.
Taking pride in what we do
Continuously improving

Accreditations

