

Task profile

- Consultant type:** ILM Assessor
- Monitored by:** Lead ILM Assessor
- Managed by:** Associate Manager
- Contracted Days:** As per supply of services

Task purpose

- Conduct and document assessments for centres, in line with City & Guilds / ILM and regulatory arrangements.
- Provide advice and support to centres as requested by the Operations and Associate Management Teams.
- Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance.
- Maintain a thorough knowledge of City & Guilds / ILM products, services and IT systems to enable excellent customer service.

Key contracted responsibilities

1. Assessment activities

Conduct and document assessments for centres, in line with City & Guilds/ ILM and regulatory arrangements.

Measures:

- Carry out and document assessments for centres, in line with marking criteria.
- Determine the overall mark and complete the result sheets.
- Effectively communicate details of centres, activities and local knowledge to the Operations and Associate Management Teams and Lead ILM Assessor.
- Submit results sheets within 10 working days of the activity.

2. Customer advice and support

Provide advice and support to centres as requested by the Operations and Associate Management Teams

Measures:

- Provide advice to the Operations and Associate Management Teams on qualification specific queries, when requested.

- Provide advice to the Operations and Associate Management Teams on centre quality assurance system queries, including risk, systems, policies and procedures, when requested.
- Report any malpractice issues to City & Guilds / ILM in line with the malpractice policy, via the Lead ILM Assessor.
- Respond to phone calls and emails within 2 working days.

3. Standardisation

Participate in best practice and standardisation activities to ensure support for continued improvement and consistent performance.

Measures:

- Attend and participate in best practice and standardisation activities.
- Maintain and document personal CPD record, in line with the qualification handbook and assessment requirements.
- Ensure any personal action plans are achieved, within timescales, to required standards.

4. Business awareness

Maintain a thorough knowledge of City & Guilds / ILM products, services and IT systems to enable excellent customer service.

Measures:

- Keep up to date via websites and email correspondence.
- Forward market intelligence and competitor information to the Operations and Associate Management Teams and Lead ILM Assessor.