

Chief Apprenticeship External Assessor	
Role Overview	Support the standardised and consistent associate delivery of all apprenticeship assessments within a sector
1. Consistency and comparability	
1.1	Provide a central point of overarching consistency of practice and grading outcomes across all apprenticeship delivery models (Internal assessment, External assessment & Assessment Service)
1.2	Monitor and ensure standardisation of all associate practice is maintained across sector of responsibility
1.3	Escalate any concerns identified through sampling of best practice to the appropriate internal team for support and action
2. Assessment Delivery	
2.1	Provide sector expert guidance through supporting with investigations, appeals and customer queries and/or complaints
3. Standardisation of associate practice	
3.1	Develop and/or review content for training, standardisation, upskilling and updates, liaising with the relevant teams
3.2	Support associate practice, to ensure that assessment practices, policies and procedures are adhered to in line with City & Guilds and regulatory arrangements
3.3	Contribute to the annual associate review process, as needed
4. Development, Product support & maintenance	
4.1	Provide expert advice and guidance on the product life cycle and sector relevance, as required.
4.2	Produce an annual report, reporting on trends and issues identified by assessors, EQAs, best practice for customers and useful advice as identified through delivery
4.3	Review and monitor the performance and success of all assessments within sector of delivery. Consider feedback from Lead associates, data sets (where available) and intel/feedback from customers.
5. Communication & expectations	
5.1	Respond to phone calls and emails within 2 working days
5.2	Inform City & Guilds immediately if unable to complete allocated work
5.3	If requested, support with appeals, complaints and investigations

All duties must be carried out in accordance with City & Guilds procedures and instructions.