

| Lead Apprenticeship External Assessor (LAEA) |                                                                                                                                                                         |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Role Overview</b>                         | Support, standardise and quality assure a team of allocated Apprenticeship External Assessors                                                                           |
| <b>1. Standardisation</b>                    |                                                                                                                                                                         |
| 1.1                                          | Develop and present content for External Assessor training, standardisation, upskilling and updates, liaising with the relevant teams                                   |
| 1.2                                          | Implement sampling plans, in line with the sampling strategy, recording sampling on sampling records                                                                    |
| 1.3                                          | Standardise assessor practice, to ensure that assessment practices, policies and procedures are adhered to in line with City & Guilds and regulatory arrangements       |
| 1.4                                          | Accompany/ observe External Assessors on Assessment visits/ remote assessments in line with the City & Guilds sampling strategy                                         |
| 1.5                                          | Complete Lead External Assessor sampling reports within 10 working days of the assessment being completed.                                                              |
| 1.6                                          | Review and confirm occupational competencies and CPD of allocated External Assessors                                                                                    |
| <b>2. Assessment Delivery</b>                |                                                                                                                                                                         |
| 2.1                                          | Complete all Lead Assessor quality assurance actions on the system within 3 working days of the External Assessor uploading their recording forms and grading decisions |
| 2.2                                          | Act as an Apprenticeship External Assessor for relevant standards                                                                                                       |
| <b>3. Associate support</b>                  |                                                                                                                                                                         |
| 3.1                                          | Monitor and support External Assessors in line with their role profiles                                                                                                 |
| 3.2                                          | Maintain contact with allocated External Assessors to provide updates and support, as required                                                                          |
| <b>4. Advice to City &amp; Guilds</b>        |                                                                                                                                                                         |
| 4.1                                          | Support the Associate Management team with the recruitment, vetting, selection and training of new Assessors                                                            |
| 4.2                                          | Provide support to the City & Guilds teams on External Assessor queries, as required                                                                                    |
| 4.3                                          | Contribute to the annual External Assessor review process                                                                                                               |
| 4.4                                          | Monitor trends and issues identified by External Assessors, customer feedback, EARs, complaints and quality assurance sampling                                          |
| 4.5                                          | If requested, support with appeals, complaints and investigations                                                                                                       |
| <b>5. Communication</b>                      |                                                                                                                                                                         |
| 5.1                                          | Respond to phone calls and emails within 2 working days                                                                                                                 |
| 5.2                                          | Inform City & Guilds immediately if unable to complete allocated work                                                                                                   |

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