

Working with ELS End-Point Assessment

Independent End Point Assessor - Supporting Evidence of Competency

Each apprenticeship standard sets out very clear requirements for occupational competency that we (ELS) must ensure our assessment team meet.

Please provide detailed information for how you meet the requirements of the **Digital Support Technician Level 3** Standard (and pathways, where appropriate) you are applying to assess.

Name:	
Date:	
Contact number:	
Do you hold an Assessors qualification? (D32, D33, A1, CAVA) Please list dates achieved (or dates expected if working towards):	
Do you hold an Internal Quality Assurance (IQA) Qualification (D34, V1)	
Do you hold any current and valid DBS checks?	
Date the DBS Check was completed:	

STANDARD:	Occupational competency requirements, as set out in the assessment plan:	How do you meet these occupational competency requirements? <i>Consider including information such as: details of environments you have worked in, currency of your practical competence, dates and timeframes of experience, how you remain current, details of any professional registrations or qualifications you hold, specific to standard and/or pathway.</i> NB. For standards which have multiple pathways, please enter N/A for the pathways you have no experience in. https://www.instituteforapprenticeships.org/media/1209/is_business_analyst.pdf Please click on the link to look up the latest Apprenticeship Standard.	<i>Internal use only:</i> Score
Digital Support Technician L3	Have excellent knowledge and understanding of the apprenticeship standard.		
	Do you have relevant industry expertise and/or professional recognition at a level equivalent to or higher than the registration level of the apprenticeship Standard being assessed?		
	Do you have 'hands on' experience with Digital Technologies within the last 3 years?		
	How do you keep your CPD for this standard up to date?		

	Key knowledge, Skills and Behaviours as set out in the assessment plan:	How do you meet the standard criteria for the KBSs listed below? <i>An understanding of the apprenticeship standards and the assessment models used, with specific knowledge about the relevant industry area for the role. Explain your “hands on” experience within the following areas. Please include dates and as much detail as possible. As you type into the boxes they will expand.</i>	<u>Internal use only:</u> Score
	Digital technologies: Uses a range of digital office technologies, including collaborative tools, appropriately for internal and external communications, including, for example, office suites, conferencing facilities and mass email tools; survey tools; social media tools for business; SMS; live chat and video chat; web conferencing to support the delivery of services.		
	Data management Use data systems effectively, appropriately and securely to meet business requirements and in line with organisational procedures and legislation.		
	Digital security Apply information security principles to information transfer, deletion, storage, usage and communications – using mobile devices where appropriate.		
	Digital services support Respond appropriately and effectively to internal or external enquiries; providing support and information using utilising digital channels where appropriate.		

	<p>Digital Information Management Systems Operate a range of digital information systems and tools to maintain information and to support service delivery, whether Client Management Systems (CMS), Customer Relationship Management systems (CRM), finance or human systems or other bespoke digital systems or databases.</p>		
	<p>Communication Communicates effectively in writing, verbally and face to face appropriately through different digital channels, including e-mail, telephone and collaborative technologies, including digital specialists and others, using technical terminology and non-technical terminology as appropriate, whether for internal or external communication.</p>		
	<p>Digital learning Studies using digital resources to extend knowledge and skills in the use of new digital systems or features and other skills.</p>		
	<p>Organisational policies and standards Operates in line with organisational policies, standards, legislation, professional ethics, privacy and confidentiality and knows where to source these and when and how to escalate any issues.</p>		

	<p>Thinking skills Thinks logically and creatively to resolve digital problems.</p>		
	<p>Business and decision-making skills Demonstrates an understanding of the organisational impact of decisions that they take.</p>		
	<p>Continuous improvement Effectively uses complex management information systems to drive productivity and performance of self and department, whilst proactively looking for ways to develop digital systems and processes to drive efficiency.</p>		
	<p>Teamwork Competently uses digital technologies to operate effectively as part of a team, and with other stakeholders, enabling sharing of information and best practice.</p>		
	<p>Work environment Maintains a productive, professional and secure working environment.</p>		

Thank you for your time completing this form

Please return your completed form to ELS by uploading your form at:

<https://www.elsbusinessstraining.co.uk/end-point-assessment/independent-end-point-assessors-and-internal-quality-assurers/>

or email it to epaenquiries@explosivelearningsolutions.com