

What it's like to be a...

# BCS Digital Apprenticeship Associate End Point Assessor

## Joanna's experience: Setting apprentices up for success

Joanna is a technology solutions analyst who has assessed more than 90 Infrastructure Technician apprentices during the last two years. She told us why she finds working as an assessor so rewarding.

### Improving the experience of apprentices

I had a bad experience with my own IT apprenticeship, with it being an aged process, old and outdated coursework and projects, and at that time, there was no end point assessment.

I had a great employer who dedicated a lot of time to me, and I was exposed to a huge variety of IT including hosting, DNS, software and hardware support, hosted communications, and other cloud platforms such as Office 365. Without this I feel I could have passed my apprenticeship without any knowledge of the "real IT world".

I feel I'm helping the industry now by making sure apprentices who are in a working environment are competent and will be able to succeed in their careers.

### Gaining insights from other organisations

Being an assessor gives great clarity on what is changing in the IT sector. You get to see other companies' processes, software choices, and how they run an internal IT Department. This also works as a bit of a benchmark within my team and helps me to see areas that we can improve on, software that may enhance current systems, and how we could boost our day-to-day workings. I feel this is invaluable and a great help for our IT department.

### Boosting apprentices' confidence

Giving someone a significantly higher grade when they have put in great effort to showcase what they completed in their apprenticeship is a very rewarding task. You cannot directly tell them during the assessment process or interview, but in the detailed report, I think the acknowledgement and praise of their achievement throughout their apprenticeship can go a long way in helping their career. It gives the employer feedback that they are a valued member of staff.

### Fitting assessment around other responsibilities

I focus on it in the evenings and take a couple of hours out once a week for the actual assessment part, but the rest is marking of an evening or weekend for me. Not too strenuous and it usually takes me around three hours for the marking and reporting process.

### Advice for anyone considering becoming an assessor

If you are in the IT sector and would like to play a part in helping the next generation of tech professionals grow, and to see how the industry is moving in a vast number of settings, then I think assessing really opens your eyes to what's currently happening across all different sectors. My advice would be to take a holistic approach to moderation and remember that the apprentices are just starting their IT journey, so you need to bear this in mind when assessing their competency.

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Interested in becoming an apprenticeship assessor? Find out more about the process and get started here.