

Meet the team



We're delighted to have an exceptional team of directly employed Independent End-Point Assessors (IEPAs) that assess our business standards.

Find out more about them below:



Job Role - EPA Delivery Manager

About me:

I started my career within luxury hotels, and then progressed to conference and revenue management. I moved away to continue my hospitality passion of developing people, delivering on-programme assessment for hospitality management and supervisor apprenticeships. Looking to develop my skills further, I moved into employability and became a branch manager and contract assurance officer on the government work programme. This gave me the competence around business administration, customer service and team leading. I keep my skills up to date through work in the property management sector, so that I can give the apprentices the very best experience.

Keith Jenner



Job Role - Senior IEPA

About me:

I have been fortunate enough to have spent time in a diverse range of companies, enabling me to build relationships with employers across the business admin, customer service and team leading sectors, understanding how flexible and adaptable each standard is to such a wide range of occupations and industries. I then progressed and utilised my knowledge and skills to take on lead roles within internal quality assurance and safeguarding, maintaining development within management systems, delivery of moderation and standardisation meetings and EQA visits.

Laila Sooky



Job Role - IEPA

Standards -
Team Leader - Supervisor
Business Administrator
Customer Service Practitioner
Customer Service Specialist

About me:

I have 39 years' experience across a wide range of roles within the hospitality sector, working both corporately and with private businesses. I have worked my way up through various roles to operations manager in high-volume restaurant groups. I volunteer as a local parish councillor supporting the village residents with their needs, whether it be form filling, housing issues or supporting the administrative team at the parish office. I complete accounts for a small property portfolio, dealing with administration.

Audrey Gregory



Job Role - IEPA

Standards -
Associate Project Manager

About me:

I began working in projects while I worked as a solicitor in local government, leading on major corporate projects for many years. I was also involved in training legal assistants and trainee solicitors, which sparked my interest in education. I continue to be involved in internal and external projects to maintain my experience.

Deborah Smith



Job Role - IEPA

Standards -
Team Leader - Supervisor
Business Administrator
Customer Service Practitioner
Customer Service Specialist

About me:

I have 25 years' experience working in the hospitality industry and within that time, I've undertaken a variety of roles across the hospitality, customer service and business sectors, including as a wedding co-ordinator, entertainments officer on board a cruise line, and events manager at a local castle hotel. I am still very much involved in the sectors I deliver, via my role as vice chairman and company secretary for West End Operatic Society, and also through supporting the family online gifting business.

Francesca Patterson



Job Role - IEPA

Standards -
Team Leader- Supervisor
Business Administrator
Customer Service Practitioner
Customer Service Specialist

About me:

I have 34 years' experience working within the retail sector. I began as a sales assistant at Our Price Records, progressing through to store manager. I also achieved the position of store manager in both Virgin Retail and HMV. This has given me a comprehensive knowledge of customer service and team leader skills. I use the skills gained in this industry daily, in terms of leading a team, planning and executing projects and customer service. I still have strong contacts within retail, the pharmaceutical industry and the administrative side of the NHS. I use these contacts to ensure that my competency and CPD is up to date with the latest developments in these sectors.

Martin Weight



Job Role - IEPA

Standards -
Team Leader- Supervisor
Business Administrator
Customer Service Practitioner
Customer Service Specialist

About me:

I've always been in the business services sector - even during my early years in hospitality and catering, I was always looking after customers, completing administration duties, and leading and managing a team in busy independent hotels. Once I made the leap into education over a decade ago, I realised how much I enjoyed teaching and coaching and was soon the regional manager of a national apprenticeship provider. Having been the champion for new standards, I quickly saw their value and was keen to be more directly involved, so I joined NCFE as an IEPA and have been enjoying the challenge. I'm lucky to still have professional relationships in the industry so I can keep my competence up by going "back to the floor" for a range of face-to-face customer service and team leading environments, as well as supplying training on the core skills of business services for new members of their teams.

Graham Berridge



Job Role - IEPA

Standards -
Team Leader/Supervisor
Business Administrator
Customer Service Practitioner
Customer Service Specialist

About me:

I've worked within education for over 14 years, initially starting work as a quality administrator in work-based learning. Whilst in this role, I studied part time for my BA Honours in business management. I'm a school governor at a local primary school and support an FE college with freelance staff training for e-portfolio.

Ruth Murphy