

Job Description

**Job Title:** Trainer-Coach

**Organisation:** Haddon Training

**Department:** Operations

**Responsible to:** Team Leader

**Report Written by:** Chief Operating Officer

**Location:** Wales, Shropshire, Hereford & Gloucester

# Overall Job Purpose:

To enrol, induct, assess, train, teach and support a caseload of learners who are undertaking an Apprenticeship, Advanced Apprenticeship or other Work Based Learning programme (e.g. Diploma, Traineeship etc.).

Skills in delivering Customer Service, Business Administration, Team Leadership, Business Management and Warehousing & Logistics.

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| Area | Responsibilities |
| **Enrolment** | * To thoroughly and accurately complete the enrolment documentation for Apprentices and Trainees
* To submit/scan documentation to the central MIS team within 24 hours
* To correct any errors within a timely manner
* To forward original documentation to the central MIS team, once clear for input
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| **Induction** | * Conduct a ‘walk and talk’; ask the learner to show you around the location and provide you with an overview of the company, the structure and their job role
* Conduct a site health & safety check and risk assessment (including on site accommodation check if appropriate)
* Review the learner’s C.V, approved prior learning, experience and attainment. Complete a vocational skills check/scan to ascertain the Apprentice’s start point
* If relevant to the Apprenticeship standard select optional units with both the learner and employer
* Complete English, Maths, learning styles and ICT diagnostic assessments, providing the learner with detailed feedback and agree areas for support. Generate an ISP (ITLP insert)
* In line with the Training Agreement draw up and agree a detailed individualised teaching & learning plan (ITLP) with the learner and employer – detailing clear milestones/targets for all components of the standard. Agree a visit plan.
* Issue learners with their portfolio and vocational resources (including the VLE zones)
* Carry out a full introduction to Information, Advice and Guidance (IAG), Equality, Diversity and Inclusion (ED&I) and PREVENT/Safeguarding
* Make the learner/employer aware of Survey Monkey and Haddon’s approach to gathering and using feedback at regular intervals
* Complete a visit record outlining activity and learning
* Set SMART targets for the first 2 months (8 weeks)
* Upload copies of the ITLP, Route Planner, Diagnostic Assessment, Learning Styles, visit record and SMART action plan to Tracker
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| **Learner Progression** | * To engage with the employer on arrival at location and before departure. If not present send a ‘sorry I missed you’ email with a summary of activity, learner progress and a copy of the SMART action plan
* To visit all learners every 30 days and complete a detailed visit record, clearly showing progress against all learning aims
* Ensure that 20% Off the job training is thoroughly recorded
* Visit ALN learners fortnightly to provide interim English and maths teaching, learning and support
* If relevant to the standard carry out vocational assessments using appropriate assessment methods to suit individual requirements
* To ensure all English and Maths work is marked, corrected and discussed with the learner – clearly embedding Functional Skills
* Have meaningful discussions with learners at each visit covering Equality, Diversity and Inclusion, Health and Safety, PREVENT and Safeguarding
* Thoroughly record all Information, Advice and Guidance
* To report all learners or locations at risk to Team Leader, recording all management of Causes for Concern
* To report any safeguarding issues immediately to the Designated Safeguarding Officer (DSO) – following Haddon’s ‘at risk and referral’ procedure
* To conduct a thorough review at 8-week intervals with both employer and learner; reviewing previous targets (clearly documenting training, teaching and assessment activity/achievements). To also set SMART milestone targets for the 8 weeks ahead. Reviews must summarise progression and achievements against all learning aims
* To upload updated ITLP’s, Visit Records and Reviews and any other appropriate documents to Tracker within 2 working days of each visit
* To ensure tests are requested, booked and confirmed in a timely manner in line with the Learner Journey – working closely with the MIS team
* To plan activity to ensure the learner remains on track and achieves in a timely manner (by PED)
* Develop, implement and manage remedial action plans for any learners deemed behind
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| **Data and Time Management** | * To submit portfolios/work for sample as requested by the nominated IQA
* To review the Audit Log each week and ensure actions are closed within 14 working days – working closely with the MIS Team
* To ensure all learners achieve in a timely manner (by the planned funding end date)
* To ensure all learners achieve their functional skills at least 3 months before their PED
* Check accuracy of data by reviewing the in-learning list weekly – notify any errors to the MIS team
* Responsible for managing own time, planning visits and keeping outlook fully updated (times/locations/overview of activity)
* Work closely with the Apprentice and employer to decide the appropriate time for entry into the gateway
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| **General** | * Participate in the promotional and marketing of Haddon’s training programmes and courses
* If under capacity, self-generate a minimum of 2 leads per month
* Attend monthly 121 caseload reviews with Team Leader
* Attend and participate fully in monthly team meetings
* Attend standardisation sessions as and when required
* Maintain and submit a log of CPD (internal and external) – every quarter
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| **KPI targets** | * To ensure all audit action for starts are cleared within 5 working days
* To ensure any missing certificates are obtained within 30 days
* **Maintain** a minimum caseload of 40 funded learners (Full-time), to be no lower than 90% capacity
* To self-generate leads and starts when under capacity – set by PM
* To ensure all learners are visited and progressed every 30 days – clearly documenting progression against all learning/programme aims. **To have no learners over 30 days without a visit**
* To keep all ITLP’s thoroughly up to date as a working and dynamic document
* To complete a thorough review on a 60 day cycle and then at exit, showing clear progression against all learning aims and setting SMART targets: **To have no learners over 60 days without a review**
* To have no leavers over 6 weeks (effectively managing ‘at risk’ procedures)
* If using level 1 Functional Skills as a stepping stone to level 2 – ensure that level one is achieved three months before PED to allow time to teach at level 2 for entry to final tests.
* To keep all learners on track, with no learners PPED
* To be graded 2 or above through Observation of Teaching, Learning and Assessment process
* To clear all audit errors within 14 working days of notification
* To achieve a minimum of 85% overall and 85% timely success rates
* To maintain CPD records and submit to your PM each quarter
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| **Essential qualifications** | * To hold appropriate qualifications in specialist vocational area e.g. Level 3 or equivalent as a minimum
* Excellent IT skills that include Word, Excel, PowerPoint and Outlook
* To hold or achieve Level 2 Functional Skills Literacy and Numeracy and ICT (within 6 months of employment date)
* TAQA qualified
* Relevant teaching qualification (Minimum PTTLS) or Education and Training level 3 or 4
* IAG level 3 qualification

Mandated Courses* Health and Safety at work
* Safeguarding
* PREVENT
* ED&I
* Data Protection
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| **Skills** | * Sufficient vocational background/industry experience and skills to cover the full standard
* To be able to work on own initiative and maturity but also able to work as a team player
* To demonstrate effective time management, planning and organisational skills
* Ability to build a strong working relationship with colleagues, learners and employers; demonstrating outstanding communication and interpersonal skills
* To share our passion for outstanding customer service (Customer Charter)
* To be aware of delicate and sensitive areas of confidentiality and ensure data protection at all times
* Absolute attention to detail
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| **Personal** | * Take responsibility for own CPD and work with the Team Leader to monitor progress
* Agree annual objectives and targets with the PM
* Participate in and achieve any CPD qualifications agreed by SMT, and within agreed timeframe
* Ensure you are available to travel and be away from home as required
* Possess a full driving licence.
* Undergo an enhanced DBS check
* Undertake any other duties which may be required to meet Haddon Training strategic objectives (Business, Operational and Quality Improvement Plans)
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*‘Developing potential for future success’*