

**Job Description**

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| **Job Title:** | Trainer/Assessor | | |
| **Department:** | Swatpro Academy | | |
| **Reporting to:** | John Wilkie | | |
| **Qualifications & essential experience Required** | * A1 Assessor award * PETLS or Level 3 Award in Education and Training or equivalent qualification * Worked at supervisory or management level * Demonstrate experience and expertise in Business Administration and Customer Service within the last two years * Hold professional Teaching and Administration qualifications and be able to demonstrate a strong working history in the sector * IT Literate * Effective communication skills * Planning and organisational skills * Strong administration skills * The ability to meet a range of targets * Up to date Literacy and Numeracy skills * GCSE English and Maths at grade C or above or equivalent * Clean driving license and access to a car * The ability to work in a team and independently * The ability to prioritise * Good interpersonal skills * Self motivated * Friendly and approachable * Honesty and trustworthiness * Presentable and professional * The ability to work flexible hours and locations * Knowledge of health and safety and safeguarding requirements | | |
| **Overall Purpose of Job:** | To support the promotion of learning programmes to learners and employers and support the recruitment process. Plan and develop learning programmes and deliver and assess meaningful training and support to ensure a successful learner and employer journey, whilst maintaining the required administrative and legislative systems and standards. | | |
| **Key Responsibility Area** | **Summary of Responsibility** | **Typical Activities** | **Key Performance Indicators** |
| Training and assessment | To train and assess learners in line with awarding body and Standards guidelines to develop the required knowledge, behaviors and skills, so that they achieve qualifications and programmes within the planned time scales. | Promote and safeguard the welfare of children and people you are responsible for or come into contact with as learners  Recruit, manage and visit a caseload of learners monthly in line with standards  Carry out learner and employer inductions  Motivate and drive learners to achieve their work-based qualifications within agreed timescales  Support the learning process through delivering workplace on and off the job training as required  Plan the learning programme with learners and employers – observe, record assessment, feedback and complete all documentation  Recruit learners and market programmes as appropriate to maintain caseload  Ensure learner retention is at acceptable levels  Provide independent and impartial information, advice and guidance  Maintain paperwork to the required standard  Monitor health & safety, safeguarding, prevent and equal opportunities within learner workplaces and update relevant documentation accurately  Provide learners with all the relevant policies and regulations to clarify what is expected of them and to ensure their safety  Provide constructive progress reviews and feedback  Set action plans for learners to progress them through qualifications  Teach Functional Skills at Level 1 and 2 in English and Maths | * Number of learners achieving Apprenticeships/AA’s Standards and HLA’s * Feedback from learners * Feedback from employers * Feedback from audits * Feedback from internal verifier on quality of portfolios and effectiveness of assessment practice * Feedback from EV/EPA |
| Learner support and  Retention | Support learners to raise their technical and interpersonal skills levels and confidence to ensure that qualifications are achieved, within agreed time scales | * Conduct regular 1:1 review meeting with learners and the employer * Coach, praise and encourage learners * Act as a role model and mentor. * Treat learners as individuals in line with ED policy and Customer Charter * Tailoring approach/ techniques for individual learning styles * To arrange and monitor support for candidates with additional learning/social needs * Agree and document individual agreements * Provide manager with reports of learner progress * To liaise with employers, learners and manager about problems in the workplace or at the academy | * Number of complaints * Reviews carried out on time * Number of learners achieving programmes * Retention data * Feedback from learners * Feedback from employers * Feedback from audits |
| Health and Safety | To ensure all regulatory Health and Safety standards are maintained by employers and learners or during training delivery/inductions | * Undertake Health and Safety monitoring visits of learner workplaces * Provide advice to employers on improvements and standards required. * Advise learners of Health and Safety rules and regulations at the beginning of each training/induction session * Check learner has been issued with Personal Protective Equipment if required * Learning environment is monitored for safety through the session and corrective action taken as necessary * Corrective action is taken when a learner is seen to infringe HAS * All accidents are recorded in line with current procedures | * Schedule of checks is made on time * Weaknesses raised are rectified in a timely manner * Number of learner ‘in house’ accidents during training sessions * Speed of dealing with incidents * Feedback from audits |
| Customer Service | To ensure that employers and learners are satisfied with the level of service provided and are dealt with. | * Deal with queries/problems from employers and learners on any issues in the workplace or at college * To provide extra support where necessary | * Feedback from learners/employers * Feedback from quality audits * Number of unresolved issues |
| Recruitment | To ensure the recruitment process identifies learners that are eligible and the correct ‘fit’ for the employer, the qualification and the job role. | * Interview learners and assess their suitability for qualifications this may include undertaking initial assessments * Maintaining contact with existing employers and advising sales teams of employer vacancies notified during employer visits. | * Feedback from employers and learners |
| Quality | To ensure the company and other regulatory bodies quality standards are maintained or exceeded | * May have to communicate with Sub-Contractors to monitor progress of learners and resolve any issues * Action responsibilities as indicated from quality audits * Attend staff meetings to verify standards and practices * Completion and submission of required paperwork * Continuously improve own knowledge of occupational /professional standards * Share best practice within the company * Generate creative ideas and improvements for delivery team and company and engage team in ideas | * Feedback from quality audits/IV/Learners * Number of queries from paperwork * Feedback from Retention data * Number of ideas generated and actioned and quality of benefits seen by the company |
| **Agreed by Jobholder(s):**  **Agreed by Manager:** | | Signed:………………………………Date…………………………..  Signed……………………………….Date………………………….. | |