

Job description

Job Title	Apprenticeship coach	Salary	£28,000-£33,000 (pro rata for PT roles, with roles ideally 0.6fte)
Department	Education	Location	Primarily remote but some occasional travel to ABDO College, Godmersham Park and/or NRC, Birmingham

Job purpose

This role acts as the initial point of contact for apprentices, providing academic and pastoral information, advice and guidance throughout their programme of study. This includes effective engagement with online materials, support in working through the online and on block materials and timely marking of assignments/feedback. Typically, the apprenticeship coach will support a cohort of learners from induction through to graduation, developing strong relationships across the three years of study and motivating learners to succeed.

The apprenticeship coach will undertake a variety of tasks and activities that will contribute to Department for Education compliance and high-quality delivery in line with Ofsted expectations.

Core accountabilities

Engagement

- To develop and maintain positive relationships with employers, practice educational leads (PEL's – previously known as supervisors), apprentices and academic staff, becoming a key point of contact.
- Work with line managers/PEL's to plan appropriate work-based development activities for apprentices, and to support the integration of apprentices' academic knowledge within their workplace activity.
- Ensure line managers, PEL's and apprentices understand the programme and its delivery arrangements, and that apprentices are appropriately safeguarded.
- Monitor the apprentice's progress, identifying skills gaps and facilitating development opportunities in co-junction with their line manager.
- Conduct weekly learner check ins and regular progress reviews with apprentices and their line managers, building productive relationships with both apprentice and line manager and identifying any emerging issues at an early stage.

Coaching and mentoring

- Support both on block and online study including facilitating reflection; the undertaking of personal development; effective learning skills; effective online learning; directing apprentices to resources and learning materials.
- Provide pastoral support to maximise each learner's engagement with their apprenticeship programme and expected progression.
- Work with apprentices on an individual basis to ensure they make progress against relevant industry standards.

- Facilitate timely progression and achievement of allocated apprentices through all aspects of the programme.

Teaching and learning support

- Ensure learning outcomes for weekly online learning are being met.
- Follow the College's procedures and quality assurance processes with all apprentices.
- Ensure assessment of apprentice's work is in accordance with regulatory standards and demonstrate this through the quality of the apprentice's portfolio and a high degree of feedback and action planning.
- Review baseline assessments and facilitate the creation of ILP (Individual Learning Plan) to inform target setting for the apprentice.
- Use the College's e-portfolio system to effectively record, plan and track individual learner progress in accordance with the College's stated reporting processes.
- Liaise with the academic staff and central apprenticeship team to ensure high levels of integration between delivery of the academic programme and development of skills and behaviours, attending workshops as required and appropriate.
- Support teaching team as required – this may include co-delivery of sessions.

Service responsibilities

- Proactively manage a caseload of apprentices, providing an effective response to queries from employers and learners concerning the programme to ensure excellent levels of student and employer satisfaction, in line with strategic KPIs.
- Work with programme administration colleagues to ensure that gateway and End Point Assessment (EPA) enrolment is effective, programme records are complete and activities compliant with ESFA, EPAO and employer requirements.
- Maintain a Continuing Professional Development (CPD) record and take part in professional development activities agreed with the Apprenticeship Manager and Programme Lead.
- Attend termly College meetings.

Experience, knowledge and skills

Essential

- *Experience of supporting students through the FBDO programme, ideally in a distance learning tutor capacity.*
- *FBDO Diploma qualification and minimum 2 years post qualification, in practice experience.*
- *Experience of coaching/training colleagues in person and online.*
- *A full working knowledge of the FBDO syllabus, GOC Code of Conduct as well as Education Training Requirements.*
- *A good understanding of the blended learning approach used by ABDO College to deliver the FBDO programme.*
- *IT proficient, including the use of Microsoft suite, Moodle, web-based systems and online meetings.*
- *Time management and accurate planning skills, combined with an ability to appreciate the schedules of others and how the coach role fits into that. This is expected to be within normal practice working hours excluding weekends.*
- *Ability to provide constructive and forward-looking feedback*
- *Excellent communication skills, meeting the needs of different stakeholders.*

Desirable

- Experience of supervising students at a practice level.
- Teaching qualification and/or teaching experience.
- Understanding of the differences between apprenticeships and privately funded education.
- Experience in supporting students with additional learning needs.
- Current DBS certificate.

Travel required:

ABDO College is based in Godmersham, near Canterbury. This role will predominantly be undertaken remotely with occasional travel to, for example Godmersham and Birmingham, for face-to-face training and QA events.