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| **Role Title** | **Trainer/Assessor** |
| **Reports to** | Area Training Manager |
| **Full / Part Time** | Full Time |
| **Grade**  | N/A |
| **Location** | Various locations  |
| **Created/Updated by**  |  |
| **Created/Updated on**  | August 23 |
| *Helping people, organisations and economies develop their skills for growth*For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.We’re a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

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| **Our values** |

Our values **Inspire**, **Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.  |
| **Job Summary** |

To provide induction, initial assessment, and advice and guidance to all learners enrolled on any Intertrain (UK) Ltd training courses and programmes.

To assess learners’ progress and maintain accurate records of assessments of learning carried out, learner journey, achievement and feedback provided.

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| **What you’ll be doing**  |

* To plan, conduct and evaluate teaching, learning and assessment activity at training centres throughout the country in line with programme of scheduling.
* To ensure teaching and learning is delivered to the highest standard through quality lesson planning and observations in line with Awarding Bodies, NSAR, Matrix and Intertrain (UK) Ltd Quality Management System (QMS).
* To action areas where capacity to improve has been identified and dealt with in a timely manner.
* To ensure accurate data analysis and reporting, as required, to support the creation of self-assessment reports and Quality Improvement plans.
* To ensure the scheme of work, lesson planning and associated activities are standardised throughout the delivery process.
* To support and participate in the development and SAR, QIP and associated inspections.
* To carry out IQA activity and support the QMS as required and if competent and qualified in this area.
* To ensure Company policies relating to the scope of teaching, learning and assessments are communicated via induction to learners and promoted through teaching and learning delivery i.e., equality of opportunity, health and safety, and appeals and complaints.
* To comply with the Health and Safety policy and be aware of good practice in the work environment ensuring that learners work in a safe manner.
* To regularly communicate with learners and clients to maintain good working relationships.
* To promote new business and marketing opportunities of training services and products at every opportunity in the best interests of the organisation.
* To provide regular purposeful reports to employers, apprentices, learners and Intertrain (UK) Ltd so that there is a clear plan of action that is time bound for each learner that allows completion for each learner.
* To work closely with Customer Service and Compliance with delivery of training and provision of course materials / packs.
* To attend and participate in regular Area / IQA team meetings to share business information and team updates.
* To support their respective Area Manager as required.
* To work closely with in purchasing procedures and limits and preferred suppliers to optimise sales budgets and minimise costs to organisation.
* To ensure that all learning activity reflects the Culture and ethos of the organisation and lead by example to maintain a high standard of professionalism and exemplary conduct.
* To demonstrate a commitment to promoting the safeguarding the welfare of vulnerable adults and young persons in line with Intertrain (UK) Ltd Policy.
* To engage in ongoing Continuous Professional Development (CPD) of **at least 30 hours per annum** as required by ongoing teaching and learning compliance and the company.

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| **What we’re looking for** |

**We can’t live without…**

* Level 3 Teaching qualification or equivalent
* Evidence of continual professional development
* Experience of working within the railway industry

**We would love you to have…**

* Level 3 Assessing qualification or equivalent.
* Safeguarding
* Level 4 Internal Quality Audit certificate or equivalent

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| **The way we prefer to work**  |

**Behave as one inclusive team**

Contribute to a feeling of being one inclusive team. This means:

* Treating everyone with equity and fairness
* Being curious about other people and teams
* Understanding how the organisation operates and your role in it
* Being honest and respectful in communications
* Creating a feeling of belonging
* Driving inclusivity and diversity locally
* Paying attention to your and others’ wellbeing

**Collaborate**

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

* Treating everything as an opportunity for a win-win
* Seeking input from others and using it
* Expressing yourself clearly and consistently
* Engaging people so that they get on board
* Trusting and supporting people

**Focus on the customer**

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

* Being great at listening and understanding
* Making things easy
* Being responsive and proactive to what customers want
* Making sure that things are high quality and always improving.

**Do what you say you are going to do**

Being consistent in delivering on promises. This means:

* Starting with a positive intent
* Setting clear expectations
* Taking personal ownership to deliver on your own commitments and supporting others to do the same
* Holding yourself and others to account for delivery against those expectations
* Being conscientious and driven

**Proactively find and take new opportunities**

Taking the initiative in every situation. This means:

* Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
* Always stepping up to get involved
* Being brave and bringing challenge to colleagues in order to make things better for our customers

**Welcome feedback and continuously learn**

Continuously develop your skills and how you work. This means:

* Treating every day as an opportunity to learn
* Being open to new perspectives, experiences, and feedback, recognising it helps you develop
* Giving feedback openly and honestly
* Being aware that your own ideas may not be perfect, and your perceptions can change
* Be open about mistakes and use them to learn
* be comfortable with ambiguity and not knowing everything