

Job Description

Job Title	Apprenticeship Training Officer
Department	Apprenticeships and Work Based Learning
Reporting to:	Programme Manager
Main Purpose of the role	
To be responsible for effective communication with employers and to ensure that apprentice progress is reviewed and monitored. To provide the necessary support from onboarding through to completion to ensure a timely and successful outcome.	
Key Tasks / responsibilities:	
<ul style="list-style-type: none"> • Responsibility for monitoring progress and development <ul style="list-style-type: none"> ➤ Liaise with employers to review and monitor progress of apprentices ➤ Communicate effectively with employers to ensure the SGS brand is endorsed ➤ To be first point of contact for the employer for all apprentice related matters ➤ Inform employers of apprentice attendance and commitment to learning ➤ Sign-up of apprentices to comply with funding and audit requirements ➤ Completion of a skills scan with each apprentice to establish their starting point ➤ Develop and update an individual learning plan with each apprentice and employer ➤ Support and monitor recording of the 20% off the job (otj) requirement ➤ Liaise with staff delivering other elements of the apprenticeship, including learning support and functional skills, to ensure an effective holistic review process for the apprentice and employer ➤ Conduct effective reviews with the learner and employer ➤ Ensure that learners are enrolled and registered for each component with the appropriate awarding body and EPAO in a timely manner • Support recruitment of apprenticeships <ul style="list-style-type: none"> ➤ Support learner interviews and screening process ➤ Support the planning and delivery of pre-apprenticeship programmes ➤ Facilitate the onboarding process with enrolments through Smart Assessor ➤ Acting as a first point of contact for enquiries from prospective learners • Support the continued improvement SGS Apprenticeships <ul style="list-style-type: none"> • To participate in the staff development and annual conversation process • Attendance at team meetings, Open Days/Evenings, Staff Development days and any other duties as directed by the Programme Manager or Head of Sector • To participate in staff development including mandatory training, assessor update days and subject updating • Comply with SGS quality assurance processes including internal and external verification and support the programme manager in the apprenticeship quality cycle and SAR process • To observe and have responsibility for the College Health and Safety policies. This includes the duty to take reasonable care to avoid injury to themselves or others by their work activities or omissions, and to co-operate with their Employer in the discharge of its statutory duties. • Any other duties required by the line manager or Head of Sector that are commensurate with the grade. 	

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly. Where an employee indicates a disability, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all of the duties of the post. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Dimensions

- Case load of circa 180 learners
- May require an element of early, late and weekend working to suit availability of learners undertaking the qualifications
- Flexibility to deal with varying abilities and needs of learners
- Must have regular use of a vehicle

Key Interfaces

- Programme Managers
- Business Development Team
- Awarding organisations and EPAO's
- Functional skills department
- Head of Sector for Apprenticeships
- Lecturer / Assessors

Supporting College Goals and Values – all roles

In addition to the particular requirements and characteristics of individual roles, all people employed by SGS College are expected to actively support the achievement of the College's goals and, at all times, both internally and externally, to behave in a manner consistent with the College's mission and values.

This means:

- Performing your role and delivering your service in a way that helps the College achieve its strategic objectives and annual development and improvement plans - taking account of available resources and national developments.
- Promoting the image of the College as one that is committed to the highest standards of delivery and service.
- Sharing the College's commitment to safeguarding and prioritising the welfare of children, young people and vulnerable adults and demonstrating it in your day to day work.
- Sharing and prioritising the effective implementation of the College's Equality and Diversity Policy.
- Promoting and implementing best practice in Health and Safety.

Measurable Performance Standards for this role

- 90% learner and employer satisfaction (surveys)
- Success rates at benchmark +5%
- Audit-compliant

Level of Disclosure and Barring (DBS) disclosure required

Enhanced with barred list checks

Author and Date

Sarah Stephens-Lewis 16/7/2021

Job Evaluation (for HR Completion)					
Score		Profile		Level	

As the needs of the College change, so the above job profile, duties and location of the role within the College may be adjusted accordingly.

Where an employee indicates a disability, every effort will be made to make reasonable adjustments. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Person Specification

Apprenticeship Training Officer



Criteria	Essential	Desirable	Assessed by
Qualifications and attainments			
GCSE Maths and English grade C or above or Level 2 equivalent	✓		Application form and certificates
Level 2 Customer Service qualification	□	✓	Application form and certificate
Experience and knowledge			
Experience of working in the relevant occupational sector	✓		Application form and certificates
Knowledge of Apprenticeships and Further Education		✓	Application form and interview
Experience in a customer facing role with outstanding communication skills	✓		Application form and certificates
A detailed understanding of the requirements of industry, employers and local businesses		✓	Application form and interview
Ability to convey information which needs careful explanation or interpretation	✓		Interview and application
Being supportive and encouraging to others in the team	✓		Interview and application
Working with others to reach an optimum conclusion by collaboration	✓		Interview and application
Taking responsibility for an area of work, setting standards and monitoring performance.	✓		Interview and application
Good administrative skills	✓		Interview and application
Ability to show initiative and self manage	✓		Interview and application

Criteria	Essential	Desirable	Assessed by
Knowledge of devising assessment materials and systems in line with awarding body requirements	✓		Interview and application
Evidence of achieving targets within timescales	✓		Interview and application
Evidence of current industry practice/updating	✓		Interview and application
Accurate completion of College and awarding body documentation as per guidelines	✓		Interview and application
Skills and abilities			
IT literate	✓		Interview and application
Ability to create individual learning plans and ensure timely completion	✓		Interview and application
Ability to understand and interpret complex information and take actions to improve	✓		Interview and application
Excellent oral and written communication skills	✓		Interview and application
Excellent organisation and administrative skills	✓		Interview and application
Essential College attributes			
Initiative: Demonstrating the willingness and ability to use initiative – whether that means deciding on necessary action and following it through - or suggesting ways to work in a better way.	✓		Interview and application
Influencing skills: The ability to persuade others.	✓		Interview and application
Interpersonal Skills: The ability to communicate and interact with other people in a way that promotes cooperative relationships.	✓		Interview and application
Teamwork: The willingness and ability to collaborate and work closely with colleagues in a mutually supportive manner.	✓		Interview and application
Circumstances of role (if applicable)			

Criteria	Essential	Desirable	Assessed by
Must be willing to undertake appropriate training and staff development to contribute to CPD	✓		Interview and application
Must be prepared to work flexibly to meet business needs early start/late finish	✓		Interview and application
Hold a full current driving licence	✓		Interview and application
Have access to a vehicle at all times for the purpose of work	✓		Interview and application
Hold car insurance to cover business use	✓		Interview and application
Ability to obtain and maintain a satisfactory Disclosure and Barring Certificate	✓		Interview and application