

JOB

DESCRIPTION

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| 1. Job specifics | |
| Job Title: | Digital Learning Consultant |
| Reports to: | Delivery Manager |
| Location: | Home-Based |
| Department: | Delivery |
| Vetting Requirement: | Enhanced DBS |

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| 1. About the role | |
| Job Purpose | You will be responsible for coaching and mentoring a group of learners working towards the successful and timely achievement of their apprenticeship programme. |
| A Day in The Life | Contribute to the Delivery of Excellent Learning Experiences  Deliver engaging Programme Launch sessions to groups of learners and feedback on Day 1 Learning submissions, ensuring they meet the required criteria.  Coach and support an agreed case-load of learners in smaller organisations and corporate environments  Work with internal Digital Learning Advisors, other DLC’s and Learning Specialists to provide a link between the classroom and their online learning.  Collaborate with Learning Specialists and Quality Assurance Consultants to ensure learners successfully achieve their apprenticeship programme on time.  Provide clear and detailed written feedback on learning activities and goal completion ensuring learners are aware and adhere to their 20% off-the-job obligation.  Leverage a ‘many-to-many’ mind-set and utilise technology effectively and safely to deliver cohort–wide online coaching.  Professionally engage with both employer and learner to update on progress and plan for realistic progression. Deal with more complex customer questions and complaints in line to Company policy.  Enable learners to navigate and leverage the benefits of the VLE to enhance their learning journey.  On Rotation be available on Zendesk online chat during working hours and provide prompt responses to learner queries  On Rotation monitor the Digital Apprenticeships mailbox and respond to any queries relating to your programme area.  Deliver Impactful and Inspiring 1-2-1 Coaching  Through remote working practice, you must observe, review and provide feedback on evidence produced by learners to ensure it is of the appropriate standard to reflect the learner’s knowledge, skills and behaviour and meet the needs of the Awarding Organisation  Adhere to and apply quality assurance procedures when reviewing all components of the standards/framework to minimise referrals and meet deadlines  Hold regular remote review meetings and build a positive relationship with the employer, line manager and mentor to monitor learner progress and plan progression  Support learners online across a variety of modules specifically helping them apply their skills to their current job roles.  Utilise effective and proactive online communication techniques to validate task requirements and diagnose areas for learner improvement.  Internal collaboration  Provide timely and accurate documentation, management information, and reports in line with agreed business processes and KPIs  Take ownership of own development ensuring Continuous Professional Development (CPD) is kept up to date  Assist with projects to support internal and external team needs  Work with your manager to identify and develop further business prospects |
| KPIs & SLAs | Completion of quarterly EPA Readiness Checks/stakeholder feedback & bud data demonstrating :   * Learners are engaged and making progress. * Learning activities and goals were clear. * Provision of support was timely. * Support requests and Learner Submissions are reviewed, feedback given and responded to in a timely manor * Learning is Impactful in the workplace   Evidence the use of technologies supporting ‘many-2-many’ cohort–wide engagements (e.g., bud, e-mail group communications, virtual sessions etc.).  Achieve or exceed agreed targets of successful programme completion.  Coaching is consistently judged as good or outstanding.  All learner records to be completed on time, accurately, and in accordance with regulations and funding body requirements  Delivery of a ‘Market-leading Apprenticeship Mind-set’ will be measured by:   * NPS maintained and improved above 60 * Quarterly retention rates kept above QAA’s and national averages. * Quarterly potential achievement rates increased above QAA’s and national averages   Learners receive feedback and responses within 24 hours. |
| Key Working Relationships | * Learner, Learner’s manager * Employer representative * Mentor * QA Group Learning & Delivery teams   QA: Sales, Compliance; Product Development and Quality teams |

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| 1. About You | |
| Your Competencies  **1: Working Level**  **2: Advanced Level**  **3: Expert Level** | * Excellent communication and coaching skills * Self-motivated with a customer centric focus * Able to diagnose learner needs and adapt to their requirements in a remote environment * Guide and influence issue resolution * Strong planning and organising skills * Ability to solve problems using experience and knowledge to overcome barriers * Experience in management and effective use of remote intervention * Skilled in delivering motivational, balanced and constructive feedback * Attention to detail with strong administrative skills * Able to manage own time and prioritise appropriately   Able to work from a QA office base 2 days each calendar month |
| Your Experience | * Business exposure in your specialist area * Some industry experience for the relevant learner programme you support * We require somebody with strong written skills due to the data recording/management element of the role. We also need someone with the ability to motivate learners as well as work to strict deadlines. * A key part of the role is to provide learners with feedback and support on Dev Ops concepts. It is therefore important that you have: * **<Specific industry experience relating to course>** |
| Your Knowledge | * Awareness of Equality and Diversity; * Up to date knowledge of legal policy requirements including Safeguarding; Prevent and Health and Safety   See specialist knowledge appendix |
| Your Qualifications | * A coaching qualification or working towards one |
| What you’ll bring to QA | * (Passion and enthusiasm for helping learners to succeed * A flexible, resilient and pro-active approach * An ability to work independently and collaborate within the wider team * Willingness to undertake appropriate checks such as DBS, BPSS, DV, Disclosure Scotland etc.   Willingness to undertake and maintain CPD |

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| 1. COMMITMENTS & SAFEGUARDING |
| QA is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs. We hold the expectation that all staff share this commitment in creating a safe and inclusive environment and as an organization, we comply with relevant legislation and best practices in safeguarding and safe recruitment.    This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including:   * an enhanced disclosure check * Child Barring list check * qualification checks * online checks * medical fitness * identity and right to work   All applicants will be required to provide two references covering the previous three years and a Criminal Declaration form must be completed and returned ahead of interview.    We look forward to welcoming dedicated individuals who share our commitment to safety and well-being. |