**Sarah Collins**

**22 Multon Road**

**West Kingsdown**

**Sevenoaks**

**Kent**

**TN15 6DB**

**Personal Status:** Married

**D.O.B** 28.12.77

**Employment History**

Davidson Training UK Limited, Dartford

November 2000 – Present

**Title Training and Operations Manager**

**Key Tasks** Maintain company database & process financial run of statistics

Monitor internal paperwork and targets set

Support Managing Director and Marketing Manager

Liaise with IV and Assessors to ensure smooth running of all operations

Staff Training and Development

Process monthly starts/achievers/leavers & match to profile

Recruitment of Apprentices and working with employers in advertising roles, creating vacancies, screening and vetting applicants, arranging interviews. Getting ready for enrolment and eligibility and compliance checks.

**Title NVQ Assessor/Trainer**

**Key Tasks** Training and assessing learners in their workplace for Customer Service, Business Administration, Key Skills and Technical Certificates

Helping to build and support candidates with their portfolios to company and awarding body requirements

Predicting Outcomes of candidate achievements for units and full frameworks

Working to targets set by company and the Learning Skills Council

Ensuring all procedural paperwork is completed correctly and within the timescales

Carrying out inhouse staff training on Customer Service, Business Administration, Key Skills and Technical Certificates

Supporting my colleagues in the filed

Unity Business Media, Sevenoaks

January 2000 – November 2000

**Title Receptionist/Administrator**

**Key Tasks** Transfer all incoming calls to correct point

Offer administrative support to Sales/Editorial

First point of contact for external visitors

Taking classified advertisements from external customer and typing up for editorial

Vocational Skills Ltd, Ashford

December 1998 – June 1999

**Title NVQ Assessor**

**Key Tasks** Assessing candidates in their workplace

Building candidate porfolios

Predicting outcomes

Working to targets

**Employment History Continued**

Vocational Skills Ltd, Ashford

September 1996 – December 1998

**Title Administrator**

**Key Tasks** Maintaining the quality for audit standards of 250 candidate files, with separate Health and safety files

Offer administrative support to 8 assessors and 2 Management

Balance Profiles

Process claims (a financial run of candidate information)

Ensure smooth running of the office

**Qualifications** D32 & D33 gained August 2001

Advanced Modern Apprenticeship Business Administration

Advanced Modern Apprenticeship Customer Service

Foundation Modern Apprenticeship Business Administration

Foundation Health and Safety Award

Key Skills,

Information Technology Level 3,

Communication Level 3,

Application of Number Level 2

**Interests** I like to keep myself fairly active. I have two children, which help keep with this!

I grew up on a farm and love animals

Sarah joined Davidson Training in 2000. Previously she held the role of a Trainer Assessor in Vocational Skills. She progressed to a business administrator position at Unity Business Media where she carried out a range of administrative duties. This included business support, sales, editorials, dealing with internal and external clients, advertising, project management, brand recognition, training other staff members and mentoring and support.

She joined Davidson training in 2000 as a Trainer/Assessor. She was responsible for delivering quality training and assessments within various locations in the South East and London within Business Administration, Customer Service, key Skills and the technical certificates.

Sarah supported learners with their portfolios of evidence to Awarding Body requirements.

Sarah played a role in the transition from key skills to functional skills

She predicted outcomes for her learners and contributed to our very good retention and success rates. She worked towards set targets and was successful in achieving frameworks.

Due diligence was paid to all procedural paperwork within the timescales

Sarah carried out in-house staff training and development sessions as se progressed through her role, supporting colleagues and taking on leadership roles.

Sarah received intense training both on and off the job to develop her management skills. She is now a key member and can effectively; Maintain company database & process financial run of statistics; Monitor internal paperwork set targets and identify staff training and development needs; Supports the Managing Director and Marketing Manager; Liaises with Lead bodies, ESFA, sector skills, IQA, trainers and quality assurance staff to ensure smooth running of all operations.

She is responsible for staff training and development and can deliver effective training. Sarah project manages a range of tasks to meet her role requirements.

She manages data for the ILR, processes monthly starts, leavers and achievers, monitors success rates, monitors profiles, monitors progression with reports she receives from the team,

Sarah has played a major role in supporting staff in the transition to the new Apprenticeship Standards. She has attended numerous training courses, events and webinars to develop her knowledge and skills within the delivery of the new standards including; employer engagement and the 20% off The Job Training. This has been in partnership with the lead IQA and the Managing Director.

Sarah also plays an active role in the recruitment of apprentices engaging and working with employers in creating vacancies, advertising roles, screening and vetting applicants, arranging interviews. Thereafter getting the apprentices ready for initial assessment, and eligibility and compliance checks.

Sarah is responsible for overseeing the day-to-day activities of the organisation.

Sarah along with the Managing Director carry out regular staff appraisal with staff as well as identifying training and development needs identified from employers and apprentice feedback.

Sarah has developed into this role with over 18 years of experience in the administrative/customer service/management and recruitment fields.

D32 & D33/34 Assessor IV Awards

Advanced Modern Apprenticeship Business Administration

Advanced Modern Apprenticeship Customer Service

Foundation Modern Apprenticeship Business Administration

Foundation Health and Safety Award

Key Skills Information Technology Level 3,

Key Skills Communication Level 3,

Key Skills Application of Number Level 2

Prevent Duty

Safeguarding

Functional Skills ICT Level 2

Functional Skills English Level 2

Functional Skills Maths Level 2

Working towards Operations/Departmental Manager Level 5

City and Guilds

Institute for Leadership and Management (ILM)

Recruitment Employment Confederation (REC)

Highfield