**Lorraine Bunyard**

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**Personal Statement**

I am a competent and confident person with high expectations of myself. I am assertive and able to build up a good relationship with clients. I have a sound knowledge of working with members of the general public and have always had a good alliance with my colleagues. I am able to work alone or as a part of a team. I can use my own initiative and have excellent management skills having run a training organisation for nearly 20 years. I am able to meet deadlines and produce accurate competent work to a very high standard.

**Objective**

I am seeking a position where I can maximize my 20 years of leadership and management, quality assurance, programme development, and training experience.

To share my skills and knowledge and apply my experience within the adult education industry and my apprenticeship standard development skills.

**Education**

* O’ Level English Language
* O’ Level English Literature
* O’ Level Mathematics
* O’ Level Religious Education
* O’ Level History
* O’ Level French
* O’ Level Spanish

**Qualifications and Skills**

* TDLB D32 Assessor Award
* TDLB D33 Assessor Award
* TDLB D34 Internal Verifier Award
* Training and Development HRD Award Level 4
* Key Skills Maths Level 3
* Key Skills English Level 3
* Key Skills IT Level 3
* Partially completed an Open University degree in Pure Mathematics
* Health and safety at work management
* ACT Awareness
* Behind the Mask (COVID Training)
* Operational Management Course
* Diversity in Leadership Course
* Prevent Online Training Course
* Safeguarding Online Training Course
* COVID-19 Online Training Course
* Prevent for leaders and managers
* Management and Leadership Styles Course
* Microsoft Office and all applications.
* NCFE L2 Certificate in understanding Safeguarding and Prevent
* CACHE L2 Certificate in Awareness of Mental Health Problems
* E Mail
* Internet
* Networking
* First Aid Course St Johns Ambulance
* Introductory course for Classroom assistants
* Support Technology
* Understanding Science
* Supporting language development
* Supporting children as readers
* Strategies for behaviour management
* Behaviour management
* Developing IT in the curriculum
* Introduction to basic counselling skills
* Design and technology, basic skills & D & T Literacy
* DT food, textiles, hygiene and safety
* Technology
* Registered to complete Level 4 Certificate in Education and Training

**Skills**

Strategic Planning Expert Level Current 20 years

Quality Assurance Expert Level Current 20 years

Operational Management Expert Level Current 20 years

Leading and Managing Expert Level Current 20 years

Staff Training and Development Expert Level Current 20 years

Training and Development HRD L4 Expert Level Current 20 years

Microsoft Office Expert Level Current 20 years

MIS and CRM/Bespoke Software Expert Level Current 20 years

Writing training materials Expert Level Current 20 years

Developing training programmes Expert level Current 20 years

Recruitment Resourcing Expert Level Current 3 years

**Skills and abilities**

***Leadership and Management***

* I have over 20 years of industry experience within the education sector in delivering Work Based Learning and Apprenticeships.
* I have worked with apprenticeships since 1994 and taken the organisation through periods of change from the introduction of Key Skills that subsequently became Functional Skills to the implementation of the new apprenticeship standards (of which I have developed the delivery of the standards within Business Administrator, Customer Service Practitioner, all new retail standards and Leadership and Management Standards at level 3 and 5, Recruitment Resourcer and Recruitment Consultant).
* Upon implementation I have created Apprentice information packs along with Schemes of Work and Lesson Plans.
* I can intuitively see the threads of opportunity that wind through an organisation, bring them together into a coherent whole, help others extend their thinking, and drive material business advantage. I am an inspirational leader and will always share my personal business experiences that inspire action whilst at the same time are grounded in financial information that levers the business. I am respected as a credible voice in decision making, finding strategic partners, and establishing both internal and external boundaries.
* I have always been involved in identifying, developing and leading strategic business solutions for employers.
* I have achieved a great deal of success with various external bodies.
* I have been responsible for successful business development, including nearly 20 years as a Director managing Government funding contracts such as the ESFA. This has involved successful bidding for a number of contracts.
* Tenders and entry to ROATP at various stages as required by the ESFA.
* I have developed the post-16 training provision, delivering new and sustainable business and retained existing contracts.
* I started my career as a Work Based Assessor for an ITP. I worked with the TEC’s and then the LSC in gaining mainstream contracts. I have actively been involved within the development of young people and adult learners. I share with many a passion to see them succeed and progress within their career. I pride myself on keeping up to date with operational requirements to deliver outstanding public and commercially funded learning. It is important that my employers have access to the best person to support their business needs.
* A summary of the job roles and I have and still carry out are as follows:
  + Strategic management of a successful Grade 1 Outstanding Independent Training Provider.
  + Gaining Beacon Status.
  + Contract management and bids (ESFA and DPS).
  + Leading and motivating my team to be the best that they can be and retaining good retention and achievement rates well above the national average.
  + Development and integration of the new apprenticeship standards within administration, customer service, retail levels 2, 3, 4, management levels 3 and 5 and Recruitment Resourcing and Consultancy Level 2 and 3.
  + Schemes of Work.
  + Working alongside the Awarding Bodies and SSC’s.
* As a whole I am actively involved within all aspects of government funded training programmes from start to finish, this includes staff development and training and the dissemination of information to the team in an inspiring way. I am actively involved with employers and carrying out training impact analysis to ensure that the delivery of the apprenticeship benefits both the apprentice and the employer, ensuring retention. I and responsible for the financial management, project management and quality assurance. I have written all procedures, processes and policies and procedures in line with ESFA requirements and am constantly bringing forward new ideas.
* I am a strong strategic leader and manager whilst gaining respect. I am fair and non-judgmental.
* I have also for 3 years been actively involved within development opportunities for an MIS system used by many training providers. Spending 3 days a week working alongside them in assisting with the development of the MIS to meet provider needs.

***Sales and marketing***

* Engaging with Levy employers
* Engaging with Non-Levy Employers
* Marketing the opportunities available for both levy and non-levy employers
* Apprenticeship engagement
* Recruit an Apprentice including screening applicants and following the recruitment process from start to finish
* Employer training needs impact analysis, developing a bespoke training plan for the employer linked to the new apprenticeship standards.
* Recruitment resourcing working with candidates and clients. Sourcing clients, apprentices, compliance, screening, testing, arranging interviews, job adverts, job boards, Finance, contracts, offers.

***Communication***

* Excellent written, verbal and non-verbal communication skills.
* The ability to communicate clearly with superiors, colleagues, staff, employers and apprentices.
* The ability to effectively communicate at varying levels dependent upon the audience.
* Active listener being attentive and reflective. With the ability to interpret non-verbal cues.

**Experience**

**Managing Director – Davidson Training UK Ltd – 1997 To Present**

* Strategic management and leadership of a successful Private Training Provider. Responsible for all aspects of the business including: Contracts, bids, ESFA contracting and funding, growth requests, data checks and submitting clean data through the HUB, IDAMS, DSAT's, data cleansing where required, management of a team of 18 (Trainers/IQA/QA's), development of SOW and implementation of the new apprenticeship standards, resource development, e portfolio development.
* Responsible for the successful overall management and direction of the business for 20 years, taking an SME to a 1.2 million turnover and 80% success rates.
* Maintaining constant knowledge on ESFA updates including the funding rules across all aspects of training. Specification of apprenticeships and ensuring data input is clean and current.
* Claims from ESFA on a weekly basis and the preparation and design or reports to capture required information to enable QA to monitor effectively.
* Resources development
* Staff training and development including setting KPI’s and carrying out appraisals and mini appraisals, staff development plans (overseeing and support managers within the organisation)
* MIS integration and the building of MIS reports to inform real time progression.
* Policy making and writing across all aspects of the business and the training delivered.
* Leading and managing a smooth transition to the new apprenticeship standards. Actively involved within the delivery of the new Apprenticeship Standards.
* Taking the organisation though OFSTED on 3 occasions over 20 years and successfully getting Grade 1 and Beacon Status.
* Taking the organisation through Matrix Standard.
* SFA and ESFA Audits.
* Meeting with employers and looking at ways which we can develop their profits and staff retention, completing an Employer Training Needs and Impact Analysis which I developed and has been very successful in measuring impact as apprentices’ progress.
* Developing a robust Apprentice induction including an Apprentice Training Needs Analysis which works alongside the employers needs analysis.

**Training Manager – CERTD Ltd – 1996 To 1997**

* At CERTD I was responsible for managing the apprenticeship programme and for the implementation of the Key Skills. I also worked closely with the LSC Employer Direct Team in the development of their contract within the Hilton Group across the country. This included meeting with training departments of all hotels and delivering training to them on the development of in-house NVQ’s. This was successful and the Hilton Group became their own training provider at that time.
* The programme within CERTD was small at that time and I had responsibility for monitoring the training being delivered, attendance, portfolio management, assessor training and attendance.
* I worked hard at implementing a key skills programme, developing resources and workbooks for apprentices. This enabled them to get a grip of the key skills and for the organisation to deliver a structured key skills training programme successfully.
* Whilst here I also liaised and worked with the CEO at the LSC within their employer direct contract and my determination and ability to learn and retain knowledge along with the resources developed and the impact on the Hilton programme led to me gaining a mainstream contract.

**Special Educational Needs Coordinator Support – Kent County Council – 1993 To 1996**

* As a special needs classroom assistant I was responsible for supporting the Special Educational Needs Coordinator with children that required additional one –to-one teaching.
* This included children that had learning difficulties such as Asperger’s/ADHD and general slowness as well as children that had come from both sexual and domestic abuse.
* It was a challenging role which I enjoyed and it gave me immense satisfaction to see them develop and manage their difficulties no matter their age.
* It required patience and understanding, however could be harrowing at time.
* My duties included teaching them various aspects such as; alphabet, writing skills, reading skills and phonetics, basic maths.
* During my time here I developed many teaching resources for children with dyslexia, dyscalculia. I also made several large sized books based on popular characters such as ‘The Very Hungary Caterpillar’ for these children to enjoy.
* Enhancing young people education by giving support to children with particular educational needs, these included both learning needs and social needs. Working in a caring environment to see the children progress into capable and confident adults.
* Keeping written records on their progress and providing colleagues with both positive and negative feedback on a daily basis and discuss action plans for the young children.
* Assess their needs competently.
* Member of the Governing Body.

***References available in request, both professional and personal.***