**Amy McTaggart**

**Profile**  
I am a motivational and positive individual with the ability to proactively manage and nurture my team. I enjoy leading, training and supporting staff so that they can work smarter and increase the quality of their work, for the team to achieve success. I regularly work to tight deadlines and in high pressured circumstances, have a flexible outlook on working hours and am eager to work for the benefit of the business.

**Career History**  
**November 2018 – Present TheLightBulb – Apprenticeship Manager**

Using my occupational experience and knowledge of teaching, coaching, mentoring, and training to:

* Managing the delivery team including induction training, probationary reviews, 1:1’s, performance improvements plans, training, and development
* Leading CPD sessions
* Leading standards development sessions
* Leading or facilitating standardisation
* Write and develop curriculum
* Review practice and amend approach consistently to meet the business needs
* Quality assurance
* Managing starts and sales

**June 2018 – December 2018 Debenhams – Loss Prevention**

* Store banking
* Auditing all transactions
* Induction training
* Processing theft
* Communication with local security and police

**December 2017 – June 2018 HIT Training - Quality Assurer**

* Delivering L5 Management to a caseload of learners, updating employers on progress, carrying out reviews and preparing learners for EPA processes
* Development, maintenance, and the updating of sampling plans in line with company and awarding organisations requirements, to support learner progress within required contractual profiles and minimum levels of performance
* Checking learners assigned to correct programmes, correct rules of combination are followed, and certification requests are accurate and timely
* Provision of information to Regional Quality Manager and Operations on Trainer-Assessor performance, to include feedback on Trainer-Assessor grading and learner cohort progression against agreed learning plans
* Supporting area management with the recruitment of Trainers/Assessors and providing guidance on programme allocation
* Coaching and leading Trainers/Assessors to fulfil the key components of the training cycle from sign-up, initial assessment, compilation of learning plans/agreements, implementation of schemes of work, coaching, IAG and formative and summative assessment and to ensure all components are effectively delivered
* Progressing Trainers/Assessors through the risk banding grades
* Liaison with Regional Quality Management team in the planning and running of external quality assurance/moderation and compliance visits, ensuring all documents, data and evidence are available to the correct standard within agreed timescales
* Assignment of counter-signing Trainer/Assessors to unqualified personnel and in certain cases to undertake such activities and if necessary to undertake assessment of candidates (in exceptional circumstances)
* Identification and reporting of non-compliant performance or under performance to Operations and Regional Quality Manager and facilitating agreed action/ improvement plans
* Participation in and support of self-assessment process at area/regional level
* Attending external events nationally and meetings as appropriate

**March 2014 – December 2017  
PeoplePlus - Regional Internal Quality Assurance in the following sectors**:  
Team Leading  
Management L3, 4 and 5  
Business Administration L2, 3 and 4 Hospitality L2 and 3  
Retail L2 and 3  
Customer Service L2 and 3 Employment Related Services Key/Functional Skills

**June 2013 – March 2014  
Avanta/PeoplePlus – Employer Relationship Manager** – Skills London Responsible for sales, target driven – 30 sign ups per month. Administration involved in inducting the employers to the courses that we provide, H&S checklists, ONA completion and vacancy listing on the National Apprenticeship Service website

**December 2012 – June 2013  
Avanta/PeoplePlus – Assessor**Responsibilities: Managing a caseload of 40, recruitment of learners and placing unemployed learners into apprenticeship positions, administration, and auditing, attending meetings and 1:1’s, standardising procedures, and meeting deadlines

**April 2007 – December 2012  
LifeSkills – Sales Manager, Learning Advisor/Assessor, Tutor and working towards IV qualification**  
**Responsibilities as Sales Manager:**  
Meeting with business development managers to agree the profiled starts  
Employer relationship management   
Training all staff on systems and processes  
Managing induction days for new apprentices

**Responsibilities as Learning Advisor/Assessor and Tutor:**  
Job coaching, preparing apprentices for interview, CV writing, covering letters, and role playing  
Employer relationship management, sourcing apprenticeships to match specification  
Delivery for technical certificates and functional skills – 10 apprentices per class, 6 days per week  
Employer site visits to collect observations and complete reviews   
Lesson planning, constructing scheme of works  
Facilitating weekly meetings to share best practice, resources and planning sessions.

**Other Employment:**  
Monsoon/Accessorize – Area Manager  
GAP - Manager  
Norwich Union – Motor Engineers Secretary and Call centre Team Leader Ann Summers – Party Planning  
Eastern Electricity – Call Centre Operator  
Basildon Hospital – Domestic Cleaner and Hospitality Service  
Splosh Cleaning Services – Cleaner  
The Duke of Wellington – Bar Tender and Waitress  
Vange and Pitsea Working Man’s Club – Bar Tender and cook  
Chemy’s Chemist – Retail

**Vocational Qualifications**

PTLLS/DTLLS L4 & 5  
A1 Award  
TAQA – Assessment and Quality Assurance Level 4  
Youth Mental Health First Aid  
Information Advice and Guidance  
Business Administration L2 Apprenticeship   
Customer Service L2 & 3 Apprenticeship   
Retail L2 Apprenticeship  
Hairdressing L2 Apprenticeship  
Employment Related Services Level 3 Award  
English – FS L2  
Maths – FS L2  
ICT - FS L2