**Claire Vincent**

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**Profile:**

A very experienced and highly qualified individual Learning and Development Coach, with extensive experience in Private, Public and 3rd Sector businesses. Former Government Associate Inspector of 10 years, working for The Adult Learning Inspectorate, Estyn – Welsh Inspection Agency and Ofsted.

Exceptionally good knowledge and understanding of training delivery and training needs analysis.

Recent focus has been in the delivery of Standard Apprenticeships in Management at level 3 and 5 working with Institute of Leadership & Management (ILM) Diploma specifications. Designing innovative solutions delivering seamless, integrated training programmes using strong project planning.

Using analytical approach, soft personal skills together with resourceful management skills, supporting individual development to identify key strengths and weaknesses. Providing different ranges of support to individuals who have struggled to achieve their qualifications in a timely manner.

An inclusive team player, building effective relationships, aligning tactical goals with corporate vision, and creating a framework for growth by defining requirements, agreeing targets and monitoring outputs against a common strategic business plan. Enhanced DBS and have previously been vetted to work within the Open Prison environment.

**Qualifications:**

* Assessor/ Trainer/Internal Quality Assurer/ External Quality Assurer

(A1 Award (1997 - D32, D33, Vocational Assessor, IQA - V1, EQA-V2)

* Key Skills Practitioner Assessor Award Level 3, Functional Skills English L2,
* L4 Preparing to Teach in the Lifelong learning sector (P.T.T.L’s)
* TEFAL Qualification
* BTEC External Quality Assurance Level 4
* Business Administration Level 3
* Level 3 I.O.S.H.
* ISO 9001:2008
* ILM non-accredited Level 7 Executive Business Coach
* ILM/SFEDI L5 Diploma in Business Skills and Advice
* Level 4 Project Management certificate - Liverpool Hope University
* ILM / SFEDI Business Adviser Award Level 4
* Business Planning Enterprise Certificate Level 3
* HR Management Award Level 3
* L3 Minute Taking Course

**CPD Activity 2019 - 2020:**

Includes updating on Minute taking, HR Management, Co vid 19 awareness, GDPR, Health & Safety, Equality, Diversity, Discrimination & Inclusivity, Transgender Equality, creating a mentally healthy workplace, advancing Equality & Diversity, various City & Guilds webinars, ILM management webinars updating knowledge of End Point Assessment and Assessment plans for Standards.

Business Skills:

Include working on a range of areas within different companies and sectors. Learning & Development, Process design, Performance improvement, Team leadership, Business, Project Management & Resource Planning.

Skills:

I.T. literate - Microsoft office 365 packages, use of e portfolio (Learning Assistant & Gateway), various in house CRM databases, in house cloud based storage system – one drive, Skype, Zoom and Microsoft teams, good time management, good communication skills, professional manner, empathetic, calm, supportive, good listening skills, creative and innovative, wide range of knowledge of learning programmes, good networking skills, focussed team member or independent worker as required.

Employment History:

Short- term Temporary contract for Headway Recruitment 1-month Mid-September to mid-October 2020 HR practice

Current employment: July 2019 –

1st2 Achieve Training Ltd -Curriculum Development Assessor Part time

Recent focus has been on the delivery of Standard Apprenticeships in Management at level 3 and 5 working with Institute of Leadership & Management (ILM) Diploma specifications and Business Administration L3 and Customer Service L2. Designing innovative solutions delivering seamless, integrated training programmes using strong project planning.

Self-employment: - 2012 – July 2019

Business Support Consultant

A business support consultancy service including quality, training, assessment, and development from 1998 to present day. Working independently or with short-term fixed contracts for a range of companies and 3 further education colleges. My experience as a self-employed business support consultant has been working in a troubleshooting capacity for 3 local Colleges of further education. Essentially, I was to rectify learning programmes that have gone awry for whatever reasons, for example learners had become demotivated, not attended any off the job training sessions missed 121 appointments and deadlines for submitting work or perhaps become out of funding. During this period of self-employment, I took part in the new End Point Assessment training and induction into 2 organisations.

**Knowsley Council Workforce Development (part of Liverpool City region)** 1 year fixed term contract **November 2016 – November 2017**

Skills Broker role working with local businesses to provide impartial advice and guidance on accessing Government funding to upskill staff with relevant training programmes. Matching employers needs to approved training providers. Supporting the training providers to apply to become registered as a supplier. My local area was Sefton and parts of North Liverpool, working within a team of 3 brokers with admin support.

West Notts College:- March 2016 – November 2016

Internal Quality Assurer

I also secured a contract with college in the Nottingham area and that was to quality assess and mark Level 5 management learner portfolios as they had not been marked. Unfortunately, one particular client chose not to continue and withdrew their management staff from the programme after considering the constructive feedback. It was sad that the company chose to withdraw, as they had invested a lot of time and money in the learning programme for approximately 10 senior management learners. It was a shame that the company felt that they had invested sufficient time and resources and not received the standard of service they had expected.

Wigan & Leigh College:- July 2015 – Jan 2017

Internal Quality Assurer

I also used a similar approach for another local college were there were 10 learners on a level 3 management programme. This programme had been semi abandoned and the learners had not been assessed prior to starting on the programme. It was a monumental effort to get them all initially assessed and then checking their competence against the management diploma criteria. This did lead to 2 or 3 learners relinquishing the programme as they were not in suitable positions to obtain evidence and had little support from their employers. I was a self-employed as an internal quality assurer for 3 programmes, management, business administration and customer service. I was able to provide constructive feedback to the assessor team in order for them to support their learners, to go on to achieve their apprenticeship programmes. As a result of my in-depth internal auditing analysis of the learner programmes for business admin management and customer service, I was offered a position a full-time position which was to work with existing learners and grow the programme for management from level 2 through to level 5.

**Future Qualifications External Verifier:** **- 2014 - 2015**

Verifying B. Admin, Customer Service, Retail, Management learning programmes both standalone NVQ’s and framework apprenticeships, this is no longer a live situation.

**City & Guilds for Business:** - June - November 2014 (6-month short term contract)

Whilst working for an awarding body on a new programme of learning opportunities, I was employed as a regional manager. I have organised and conducted the initial assessments and diagnostics for their staff who are interested in a retail modern apprenticeship programme. Delivering a retail apprenticeship programme in 34 stores for ASDA in Northwest, from Southport, Wigan, Warrington Liverpool, Chester, and North Wales. On average 5 /6 learners per store.

I recruited, inducted, trained, and mentored 8 staff as appropriate. I instigated an internal quality assurance of all the key processes for the team, to ensure I had observed the key points of delivery and introduced the concept of situational management for the team, also arranged for 4 members to acquire the L3 PTTL’s qualification to support their delivery.

I was awarded a short temporary contract to look at their existing quality assurance manual and to streamline it from over 150 pages down to approximately 55 and this still covered all aspects of the learners and staff members. Both contracts were completed before the contract end date. The retail organisation then chose to employ their own apprenticeship trainer /assessors.

**Potential 4 Skills North Yorkshire: - January – February 2015**

Quality Co-ordinator to prepare self - assessment report for organisation 2-month short term contract

**Liverpool Special Advisory Service: - March – June 2014**

Volunteer Quality Adviser- 4-month contract

**Knowsley Community College: 2013- 2014** Assessor & Pre - Employment tutor

The College had 15 level 5 management learners who needed to complete their apprenticeship in after two years of extraordinarily little work being completed towards the NVQ. Then I was awarded a contract to work with 10 level 3 management learners, these were mainly in the health care sector and I took them over to re-engage them until a health and social care tutor was employed which was approximately 4 months later.

 My period of employment with the local college, included a short contract to work with the pre-employment team. My role as a tutor within this was to meet the individuals who wanted support with putting together their cv's, practising their interview skills and what potential training that they might wish to take part in. I provided one to one support and guidance in a secure private environment, for example discussing how they might want to dress for a potential interview, how they might want to be more groomed, as in some cases this is quite a difficult message to get across. However, by being non-judgmental and impartial, speaking gently and using soft skills of communication, I was able to help those individuals with their overall presentation.

**Unity Associates**: **- 2012 - 2014**

Various taught sessions for English functional skills Level 1,3 – month contract

I have in the past also worked as a support assessor to a subcontractor to deliver employability programmes to younger learners, from age 16 upwards and this involved ensuring that they all had an initial assessment of the literacy numeracy. Then I conducted a one two one to establish the areas they need to work on again. By supporting the subcontractor, and it was very much on ad hoc basis as they needed the support, that I became involved with working at Kirkham open prison to support a group of people in custody. Developing their CVS and encouraging them to have an in depth one to one conversation about the future hopes and goals after they would finish their custodial sentence.

Full-time position: 2007 – 2012

BusinessLink North West Skills Broker (Growth)advising SME’s on Merseyside of Government funding and other services signposting as appropriate, fully trained as a NWDA Business Mentor.

This role allowed me to use my existing knowledge and expertise of the education and training sector

 During my employment with BusinessLink from October 2007 to January 2011, I achieved a level 5 Gold standard Diploma in Business skills and advice.

During this role I was required to update my knowledge of the local economy and regional growth sectors and I maintained a constant networking with local groups and businesses. Meeting with diverse ranges of companies conducting an in-depth analysis of their individual development needs and from this I developed strategies to support their training and development from local provision using my knowledge.

BusinessLink targets were to be met over the course of the year and one of them was Investors in People, that I had to meet and promote and to explain the benefits of the standard and also included train to gain. I was targeted to work with a minimum of 82 clients or companies over the year. During my three years I had exceeded my targets and my quality assurance of the CRM system was less than a nought .5% error rating and I achieved 100% customer satisfaction results from an independent survey organisation.

I would also complete a training needs analysis to determine what the employer needs were and know which was the way forward each year the number of targets was increased and I achieved my targets consecutively and within my third year I exceeded the target that has been set for me and also contributed to the team target being oversubscribed.

I acted as a mentor to a couple of new skills brokers and target brokers to introduce them to how the business was to provide the full range of business support. Some of the targeted brokers had no idea of the funding that was available for training and development whether it be a standalone NVQ or whether it be in apprenticeship or whether it would be part of a longer-term development plan.

I proactively developed a working pattern to ensure that I met them consistently and shared this information with the team. I also was able to signpost businesses onto marketing or finance specialists and also to signpost them to ACAS if they had queries regarding employment law.

The role involved meeting with all manner of business owners from small medium enterprises right up to businesses that had 999+ members of staff. I was able to provide impartial and friendly advice and guidance for any size organisation on training apprenticeships or stand-alone NVQS and to inform clients of the processes to apply for the funding.

I also promoted other quality standards such as Investors in people, ISO systems and procedures, the leadership and management funding and the Merseyside funding of Skillworks. My client customer companies were from all sectors and included some from the black minority ethnic community and some rural communities in West Lancashire.

I attended many network meetings across Merseyside to meet prospective clients. I presented on two occasions, to business leaders the about the range of funding and support available in the greater Merseyside and Manchester's areas. This was mainly targeted towards the manufacturing industry businesses. Then a smaller presentation was delivered to a group of business leaders in the Greater Manchester Federation of small businesses.

Earlier Self-employment history: - 1998 - 2007

**Business Support Consultant**

My experience as a self-employed business support consultant has been working in a troubleshooting capacity. Essentially, I was to rectify learning programmes that have gone awry for whatever reasons. learners had become demotivated, not attended any off the job training sessions missed 121 appointments and deadlines for submitting work or perhaps become out of funding.

**Associate Government Inspector:-** **October 1998 – October 2007** over 10years – The Training Standards Council, The Adult Learning Inspectorate - Estyn Welsh Inspection Service, Ofsted

Work Based Learning, Adult & Community, Job Centre Plus – Generic Leadership & Management, Quality Improvement, Equality & Diversity, Retail, Customer Service

I enjoyed over ten years of working as an associate inspector for the UK Government for the Training Standards Council, then the Adult Learning Inspectorate, Estyn (the Welsh Government inspectorate) and lastly Ofsted.

I achieved a good standard of reporting and providing constructive feedback to both private training providers and colleges of further education. My inspection sectorial responsibilities included leadership and management, quality improvement, equality and diversity and I also inspected in occupational areas of retail customer service and business administration.

The main sectors were Work based learning, Adult & Community and Job Centre plus. My own feedback was consistently graded at 2 in line with the inspection regime grading system.

**Quality Assurance Manager - Private Training Provider Rocket Training Ltd April 2003 – March 2007**

During this role I completely revamped staff appraisal process, the recruitment induction process for new staff and I maintained an annual training plan of all the staffs’ individual development. I produced reports using the inhouse system information in order to inform and support operational policy on a daily basis. I liaised closely with the operations manager and I supported and trained the line managers to act as appraisers when I implemented the new appraisal scheme.

I also revamped and monitored the level and quality of staff completing learner reviews under the 3 different programmes that were funded.

I co-ordinated the annual assessment report for use by the external agencies such as the adult learning Inspectorate the learning skills council and other external stakeholders. I encouraged an open forum for all staff across three vastly different programmes to meet and debate the overall company strategy, strengths and weaknesses. This was then used to feed into the overall strategic update and the self-assessment report. This information then informed the report for inspection purposes.

I introduced situational management whereby nominated staff would take responsibility for mentoring newer members of staff and instigated a job swap activity for junior staff to work alongside senior management to gain further insights to the management roles.

I also looked at the full range of staff development priorities and how these are monitored within the business policies.

I have planned led and delivered staff training and CPD activities in liaison with the appropriate line managers, based on findings from quality assurance audit activities.

Once the individual members staff appraisals were completed, I was able to promote and develop new strategies to encourage staff to undertake development work in the light of their own appraisal identified needs. I implemented a new initiative of a 12week probationary review for every new member of staff with regular reporting to the line manager and the senior management team.

**Edexcel External Verifier: - July 2000 – July 2007**

B. Admin, Customer Service, Retail. I became an external verifier for 2 awarding bodies and achieved the relevant qualifications - V1 and V2. I was a multidisciplined verifier in the occupational areas of Retail, Customer service and Business Administration.

**Earlier Employment history**: **- 1975 - 1998**

Joint Learning Partnership, Gourley Training, Marks & Spencer, Jonathon Silver Clothes Ltd, The Littlewoods Organisation.

**Interests:** Swimming, Gym, Tai Chi, Cooking, interior design, contemporary music, the arts, reading non-fiction, crochetwork, attempting to learn a foreign language for holidays.