

Michelle Sandland

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Profile

I entered the education sector in 2005 and progressed from Assessor and Trainer to Lead Assessor, Curriculum Manager, Tutor Manager, IQA and Lead IQA before deciding to work with Awarding Bodies. This has further developed my skills as I am now able to work with teams of specialists to develop qualifications, assessments material and support material. I enjoy developing the skills of others to help them reach their potential, through providing constructive feedback.

Employment details

Freelance IQA, Consultant, Trainer and Invigilator – March 2018 to Present

Working with training providers and colleges to implement standardisation strategies for a range of qualifications and apprenticeship Standards including Digital Industries (Digital Marketing, Social Media, IT Technical Sales and Infrastructure Technician) and Professional Services (Business Administration, Customer Service, Operational Delivery, Management, and Marketing Executive). This also includes supporting delivery staff in the workplace to develop best practices, facilitating EQA visits and disseminating feedback to relevant stakeholders.

I also undertake activities to develop learning material, marketing material, schemes of works and delivery paperwork to comply with funding and Ofsted requirements across a range of programmes.

Delivering training to cohorts of learners using online techniques and face to face methods for Level 5 Diploma in Education and Training as part of the Level 5 Learning and Skills Teacher Apprenticeship Standard.

Carrying out online invigilation of exams associated with Marketing Assistant, Marketing Executive, Public Relations and Communications Assistant, and Business Administrator Standards

Consultant, Principal Moderator, IEPA and EQA City & Guilds – August 2017 to Present

My initial and ongoing role is as a consultant for 4406 (Business Support Skills) whereby I wrote exams and assignments, later becoming Principal Moderator and Marker for the qualification. As part of the quality measures, I am a member of the awarding panel.

I have written and edited units of the on-programme qualification that supports the Business Administrator level 3 Standard. This also involved writing and editing the associated exams and assessments that form the End Point Assessment. I also wrote training material, on behalf of C&G, for centres to use with their learners.

Most recently, I am part of the team of writers and editors for the new Management and Administration T-Level.

Since 2018 I have carried out EQA activities for Digital Marketing, Social Media, Sales, Marketing, IT Professional, IQA award, Information Advice and Guidance, Customer Service and Business Administration.

I am also an IEPA (Independent End Point Assessor) for the Business Administrator Apprenticeship Standard.

Exam Writer and Reviewer (Digital Skills) Gateway Qualifications – April to August 2020

I worked on a short contract to write exam papers (multiple choice and extended questioning) for the Essential Digital Skills qualification at Entry Level 3 and Level 1. This also involved reviewing papers written by others.

EPA and EQA TQUK – March 2020 to Present

I carry out end point assessments for a range of Standards including Management and carry out EQA activities for a range of qualifications.

Tutor and IQA Aspiration Training – National – May 2018 to November 2018

Marking Level 2 certificate courses, awarded by NCFE, in Team Leading, Business Administration, Counselling Skills, Equality and Diversity, Principles of Team Leading.

Digital Marketing and IT IQA 3aaa – Regional – June 2016 to March 2018

- Implemented standardisation strategies for IT Professional and Digital Marketing up to level 4
- Carried out 1:1 support meetings and observations with assessors to develop skills and strategies
- Facilitated EQA visits and disseminating feedback to relevant stakeholders
- Designed and delivered training as part of the staff induction process
- Facilitated standardisation activities
 - Countersigned for trainee IQAs
- Delivered CAVA and TAQA awards

Business Skills Lead IQA Sarina Russo – Coventry – August 2014 to June 2016

This role required me to carry out IQA activities on Business Administration, Customer Services, Management, apprenticeships and Functional Skills. It also involved managing a small team of IQAs ensuring KPIs were met and quality standards were maintained in line with awarding body requirement.

Curriculum Manager/Tutor Manager/IV The Skills Partnership – National – March 2011 to August 2014

In the three years I worked with TSP I progress from an Assessor role to be an Internal Verifier, Curriculum Manager and Tutor Manager. I assessed and verified iTQ, Business Administration, Customer Services, Team Leading, Management, Facilities Services, Functional skills and Employability.

As Tutor Manager I was responsible for line managing a team of seven Tutors, ensuring KPIs were achieved and staff members were supported appropriately.

As Curriculum Manager I designed and developed learning materials, including eLearning resources and managed the online learning platform (Haiku). I am particularly proud of the bespoke Microsoft training I wrote for Network Rail which was delivered as part of an apprenticeship to their engineers.

Assessor/Trainee IV PeopleServe - West Midlands - September 2009 to March 2011

Having supported apprentices to achieve Business Administration, Customer Services, Information Advice and Guidance, iTQ, Team Leading, Management I then began training as an Internal Verifier; unfortunately the organisation ceased trading before I could complete my award.

Tutor / Assessor Trainbrains - Kenilworth - July 2007 to August 2009

I assessed Business Administration, Customer Services, iTQ, PMO and Team Leading as well as developing learning materials which were used across the company. I particularly enjoyed working on challenging contracts with the Probation Service and Birmingham Institute for the Deaf. I also took the lead in delivering the Learning Power Award to Coventry Foyer which supports homeless people aged 16 – 25.

Tutor / Assessor Key Training - Birmingham - February 2005 to July 2007

I Tutored and monitored learner progress towards Apprenticeships (including key skills and technical certificates) by assessment in Business Administration, Customer Services, iTQ, and took pride in offering support and guidance to my colleagues as Lead Assessor of iTQ.

Voluntary work

Social Secretary Birmingham Surf Club – August 2014 to Present

- Minuting meetings
- Managing social media
- Membership management
- Booking events and trips

Marshall Bentley Drivers Club – August 2008 to August 2020

- Crowd control and safety
- Health and safety management including acting as the appointed Health and Safety Officer
- Track marshalling including flags and dealing with incidents
- Pit lane marshalling including operating the warning buzzer, speed gun operation and reporting of offenders via radio communications

Education

Year	Qualification
2021	Google Analytics Individual Qualification
2020	Raspberry Pi – Introduction to Cybersecurity for Teachers
2019	EQA award
2018	Google Digital Garage – The Fundamentals of Digital Marketing
2017	Functional skills English
2016	Lead IQA award
2015	Lean Management Techniques
2014	Learning and Development Level 4 (management endorsed)
2012	IQA Award UK-TEFL Advanced teaching English as a foreign language
2011	Management Principles Team Leading Principles Level 2 Equality and Diversity Functional Skills Maths Level 2 Principles of Business Administration Level 3
2010	iTQ Level 3 DTLLS Level 5
2009	Application of Number Level 3
2006	Customer Services Principles CLAiT Plus A1 (Assessors award)Certificate in Delivering Learning Level 3 Adult Learner Support Level 2 CIPCAB Counselling Learning and Development Level 3
2005	Apprenticeship in Business Administration Level 3
2004	Communication Level 3 ECDL Apprenticeship in Customer Services Level 2
2002	Basic Health and Safety Working with others Level 2 Caring for others Level 2 Solving problems Level 2 Taking responsibility Level 2
2001	Basic Food Hygiene
2000	Text processing Word processing CLAiT Business Administration NVQ Level 2
1998	GCSE: Maths, English, Science, German, Business Studies Diploma of Vocational Education (foundation level) Providing Business Services