

AREAS OF EXPERTISE

Business Administration to L4;
Customer Service to L3;
Management to L 7; Retail to L3;
Sales & Marketing to L3; Catering
& Hospitality to L3; IAG to L4;
TAQA and Education & Training to
L5.

Operational Management

Quality Assurance Systems

Maintaining records for audit
purposes and legal/regulatory
bodies

Writing & Delivering Learning
activities

Engaging with learners

Staff Management incl. HR duties

Health & Safety (NEBOSH)

Safeguarding

Excellent IT Skills

CAREER STATEMENT

Apart from contributing to the
processes and strategies which
enhance standards of teaching
and learning, I feel that my
greatest strengths are my ability
to understand and meet the needs
of individuals - having a clear
understanding of the importance
of quality assurance, and, finally,
being able to provide a safe,
stimulating, caring and consistent
environment for everyone to
develop and achieve in.

PERSONAL SKILLS

Tactful & articulate

Team work

Decision making

Confident

Michelle Slater

**Compliance and Quality Assurance | Operations | Delivery | Product
Development**

PERSONAL SUMMARY

Manager in Work Based Learning with excellent communication skills and qualified up to level 7 in Management. I have valuable experience of working within the Education sector, particularly Assessment and Quality Assurance of Apprenticeships. I ensured that professional and up to date training was provided in a safe and stimulating environment. I am passionate about providing first class training to learners and motivating staff to deliver Grade 1 Outstanding (Ofsted 2013 & February 2016) teaching, learning and assessment. I have an enthusiastic attitude and work hard to ensure excellent practice is demonstrated across all areas of training, and adherence to Awarding and Funding bodies are maintained and improved where possible.

CURRENT EMPLOYMENT

Self-Employed Assessor/IQA/Marker/Examiner/EQA and EPA

NEC (National Extension College)	Assessor & IQA – Level 3 & 5 CMI Leadership & Management	December 2016
ABE UK	Marker - Level 4 Employability & Self Development	June 2018
JAG Consultancy Cyprus	Operational Management	September 2018
TQUK Awarding Organisation	End Point Assessor – Management L3 & L5	November 2018
CMI Awarding Organisation	End Point Assessor – Management L3 & L5	December 2018
LiBF Awarding Organisation	Examiner/Marker – Finances CeFS and CeFE	January 2019
Metropolitan Qualifications	Quality Assurance Manager	June 2019
BBE	Assessor L3 & L5 CMI Leadership & Management	September 2019
OCNW	External Verifier Level 2 – 5 Management	August 2019

CAREER HISTORY

Rochdale Training

Operations Manager Business Department Sep 2002 – Mar 2019

Duties:

Managing a team of 15 assessor tutors to maintain outstanding Ofsted Grade 1. Management included all issues relating to HR – recruitment, absence, appraisals and disciplinaries Emphasis on tracking all Assessor caseloads, ensuring current 95% achievement and timeliness of learners is maintained (according to ESFA QSR records). Implementing internal quality assurance and management systems to adhere to AO Regulations and coaching staff on all new development areas. Business Planning, Self-Assessment report writing, Designing/Writing courses, assignments and resources for all areas of expertise plus Assessing and Teaching on all areas of expertise.

Completer/Finisher

Perseverance

Empathetic

Flexible & adaptable

Positive motivational attitude

QUALIFICATIONS

L7 Diploma in Management

D32/33 Assessor, V1 Internal and V2 External Quality Assurance

PGCE in Education

QTLS

L3 End Point Assessor Award

Diploma in Coaching

NEBOSH Health & Safety

CEOP Ambassador

Business Administration L3 & Diploma L4

Information, Advice & Guidance L4

Information Technology L3

L2 English, Maths & ICT

CONTACT DETAILS:

Michelle Slater

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REFERENCES AVAILABLE ON REQUEST

RMBC Adult Education/Oldham Lifelong Learning

Part-time Tutor

Jan 2000 – Sep 2003

Duties:

Prepare lesson plans; schemes of work and resources in order to deliver enjoyable, participative and relevant Information Technology courses to learners.

RMBC Social Services Training

Administration Manager

Sep 1995 – Dec 1999

Duties:

Manage and motivate staff to provide quality administrative services including manage the Health and Social Care NVQ Centre and liaison with awarding organisations; keeping all essential records up to date; provide secretarial support to the Training Manager and Social Workers; manage the office and all activities.

Rochdale NHS Trust

Administration & Resource Manager

May 1989 – Sep 1995

Duties:

Administrative support to HIV Sexual Health staff including design and deliver presentations to young people in Educational settings for advice & guidance on Sexual Health issues and counselling members of the public in the Drop in Centre

SKILLS AND COMPETENCIES

Teaching

- ✚ Making learning fun and interactive whilst ensuring maximum achievement.
- ✚ Comprehensive knowledge and understanding of NVQ Qualification Standards.
- ✚ Excellent understanding of Awarding Body requirements.
- ✚ Can manage stressful situations and challenging behaviour.

Personal attributes

- ✚ Possessing a responsible, patient and caring attitude with excellent communication skills.
- ✚ Proactive and able to use initiative when solving problems.
- ✚ Greatly enjoy working with people – learners, staff and employers.
- ✚ Having a fast moving `can do` attitude.
- ✚ A capacity for innovation with good motivational skills.
- ✚ Confident and able to work on own initiative.
- ✚ Communicate effectively both verbally and in writing.

Professional

- ✚ Understanding of and commitment to the implementation of Equality, Diversity and Inclusion, Safeguarding, Prevent, GDPR & HR requirements.
- ✚ Knowledge and experience of health and safety issues.
- ✚ Recorded and up to date Continuous Professional Development log.
- ✚ Nominated Senior Safeguarding Officer.

Voluntary

- ✚ During the last five years, I have cared for various relatives with several health-related issues – Dementia, Mobility problems, hearing and speech impediments and Mental Health issues (anxiety, depression and Bi-Polar. This care was not just physical care such as help with hygiene, mobility and eating but there was emotional support as well. I have also supported friends with end of life care for parents and most recently my ex-husband who had Cancer. I work with Ceredigion IIP Forum assessing a variety of Carers submissions.

