**Samantha Lancaster**

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*Summary*

I am a skilled professional with over 16 years’ experience of supporting learners in achieving qualifications and developing their knowledge through relevant and engaging learning.

I have developed lesson plans and delivered both one-to-one and classroom sessions.

I am quality focused with sound knowledge of funding and regulatory requirements and I also believe that each learner should receive a quality experience with meaningful and transferable learning.

The management and leadership roles I have held ensure I have occupational practice that can be used to illustrate and highlight points of learning.

*Experience*

8/13 to current

DIRECTOR –Samantha Lancaster Learning Support Limited, address as above

Working on a freelance basis with a range of clients.

Responsibilities include; Managing a caseload of adult learners to support and coach them throughout their Advanced Apprenticeship Level 3, 4 and 5 Leadership and Management qualification, Recruitment Resourcer, HSC Level 2, 3 and 5, Business & Admin Apprenticeships. This includes Functional Skills in English, Maths and ICT, PLTS, ERR, NVQ and BTEC.

Ensuring compliance with company needs and legislation around funding and learning. Providing data, spreadsheets and management information to support client’s needs.

Internal Quality Assurance (IQA) of qualifications listed above to assure quality standards, support assessors and standardise practice.

Independent End Point Assessor for several standards including Team Leading, Adult Care Worker and Lead Adult Care Worker.

Training design, delivery and updates delivered working with client’s requirements and quality standards.

01/08 to 2013

LEARNING SUPPORT MANAGER-Mindleaders (Thirdforce), 36 Windsor Street, Uxbridge, UB8 1AB

Responsibilities include; Managing a caseload of adult learners to support and coach through Apprenticeships with literacy, numeracy and assessment of Diplomas and NVQ Level 2,3 and 5 in Health and Social Care, Management, Customer Service and Business and Admin. Developed positive relationships with employers supporting growth of the company. Assessing and supporting colleagues to gain A1/V1 (IQA/QA) awards. Ensuring documentation and set paperwork was compliant with customer needs and legislation around funding and learning. Internal quality assurance of QCF qualifications to ensure a quality process and to support assessors and ensure that practice was standardised. Handling of appeals by learners and ensuring they were dealt with appropriately and in line with the procedure.

02/00 to 2008

HOME MANAGER- Anchor Trust, Meadowside Residential Home, Knowle Park Avenue, Staines, Middlesex, TW18 1AN

Duties include;

Manager for the residential home for older people (occupancy 51), project managing planning and implementation of 3 specialist units for people with dementia. I was responsible for marketing, stakeholder engagement, quality assurance, customer care, legal compliance, adherence to Health and Safety, recruitment, performance management, training and responsible for the verification and assessment of the NVQ process within the home. I was also responsible for the catering team and provision of service. Achieved and maintained Hospitality Assured Award.

*Skills;*

Report Writing

Training and Presentation

Recruitment

Marketing

Budget Setting

Budget Management

Staff Supervision and Appraisal

Performance Management

Conduct and Disciplinary Management

Project Management

Customer Care

04/99 to 02/00

DEPUTY MANAGER- Anchor Trust, Meadowside Residential Home, Knowle Park Avenue, Staines, Middlesex, TW18 1AN

Responsible for the home in the absence of the manager.

04/96 to 04/99

SENIOR CARE OFFICER- Surrey Elderly Services/Anchor Trust, Birchlands Residential Home, Egham, Surrey, TW20 ONP

Duties include;

The smooth running of a 50 bedded residential home on a shift in the absence of the manager. Stock control, ordering and compliance with medication including liaison with health professionals and training and supporting staff.

01/95 to 04/96

CARE ASSISTANT- Surrey Elderly Services, Birchlands Residential Home, Barley Mow Road, Englefield Green, Egham, Surrey, TW20 0NP

05/90 to 01/95

CARE ASSISTANT- Surrey Elderly Services, Pinehurst Residential Home, 141 Park Road, Camberley, Surrey.

Duties include;

Working with people with dementia, physical disabilities and general frailties. Working within day care, respite, rehabilitation and long term care settings.

Previous experiences- assistant manager within family cafe/restaurant; duties included ordering, front of house and managing kitchen and team.

*Certification*

GCSE “O Level”- Biology, English Language, English Literature, Food and Nutrition, French, History, Physics, Mathematics

GCSE “Advanced Level”- History, English Literature

Foundation in Management Studies

Certificate in Management Studies

NVQ Level 4 in Management

Registered Managers Award

A1 NVQ Assessor

V1 NVQ Verifier

PTLLS Level 3

Literacy Level 2

Numeracy Level 2

ICT Level 2

Learning Disabilities Qualification Level 2

Introduction to Dementia Care BTEC Level 2

IAO Level 3 Award in Understanding the Principles and Practices of Assessment

HABC Award in Effective Auditing and Inspection Level 3

SAFE Trainer Certification