

# Vanessa Osbourn

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## Summary

I am a motivational Leader and Manager with over 20 years' experience in the education and training industry, having lead departments across many disciplines within sport, physical education and the leisure industry. I am passionate about education and maintaining high standards, improving the quality of provision to benefit all parties concerned. My knowledge, skills, competencies and expertise spans across the Active Leisure Industry where attention to detail, quality and compliance, processes and listening to the customers wants and needs, as well as designing clear strategic plans has enabled my teams to meet objectives and KPI's with great success.

## Skills and Personal Qualities

- ❖ Proven ability to manage others through strong decision making and problem-solving skills.
- ❖ Able to motivate and lead others in a team environment while remaining calm under pressure.
- ❖ Experience in quality assurance, monitoring, control, and risk management.
- ❖ Experienced Teacher, Assessor, Internal Verifier and External Verifier across many disciplines.
- ❖ Excellent understanding of awarding bodies with strong relationships with them.
- ❖ Have high expectations for raising standards and expectations around quality.
- ❖ Excellent communication skills, both written and verbal.
- ❖ An ability to build rapport and work with colleagues, partners and stakeholders.
- ❖ Able to prioritise tasks and workloads in order of importance achieving tight deadlines.
- ❖ Experience in identifying, designing and delivering training to teachers, staff and delegates.
- ❖ Designing training interventions to support learning.

## Work History

### Freelance/Interim

31.3.2019 – present

I am currently working Freelance in Quality Assurance, as an External Verifier and as an End Point Assessor for a variety of Companies; these include City and Guilds, NCFE, and Pearson. End Point Assessment is currently within Customer Services, Team Leader, Passenger Transport and Teaching Assistant. External Verification is within Sport and Exercise and Fitness managing centres across the South East and East Anglia. For a short time I Project Managed across Quality, Essential Digital Skills and Value Added projects with Gateway Qualifications.

### Head of Product Development (Project Management)

01.08.2017 – 31.03.2019

My role required my extensive knowledge, expertise and experience within training and development to develop learning resources, products and materials of high quality onto virtual learning environments. I manage many different projects across various disciplines, including Leadership and Management products in line with budgets, KPI's and strategic aims to produce robust products that meet the customers' needs and the Companies aims and objectives. I am committed to ensuring that the quality of the work meets industry expectations, awarding body expectations and the needs of the learner, while creating a learning environment that enhances the learning experience. As a national organisation our customer service approach has ensured that our partners receive a robust, high quality learning resource and tools to benefit their company. As a production department we have

needed to be innovative in our design, digitalisation and our knowledge of learning to produce resources that are fit for purpose. As part of the Senior Management team it is my duty to ensure that the products and services allow growth within the Company without diminishing quality to the learner.

### **Head of Quality and National Quality Manager for Sister Company**

05.2014- 01.08.2017

The Head of Quality role was a Senior Leadership role at Prospects College of Advanced Technology (Procat) this came about due to working as National Quality Manager with Creative Sport and Leisure that was wholly owned by Procat. My role was extensive and involved strategic change to enable both businesses to rapidly grow to meet the demands of the employer and the new changes in apprenticeships. The role involved training and upskilling of staff to meet the national changes across the Country while working very closely with employers and subcontractors to ensure quality and compliance of provision was maintained. Being employer lead as a Company, we designed bespoke courses to meet the employer's needs and budgets, while being compliant with regulations, awarding body criteria and governance. This involved working closely with Managers, Departments and other agencies to ensure that the provision met all the necessary requirements, which formed part of a robust due diligence processes created which was highlighted in our SAR and QIP to raise standards across all programmes. Regular monitoring of quality, standards, and managing risk across all areas of Teaching Learning and Assessment was essential, putting in intervention measures when necessary, making changes to policy while supporting and mentoring delivery staff resulted in the latest Ofsted report for quality of teaching and learning, outcome for learners was raised to a grade 2. I supported the Director of Learning through this Ofsted as a second Ofsted Nominee.

### **Head of Education and Training**

09.2010-05.2014

#### **Colchester United Football Club – Learning Provider – League Football Education**

Head of Education for Colchester United Football club role required supporting the Education of the Youth teams within the Academy. Tutoring and assessing the Btec Level 3 and NVQ Level 3 in Sporting Excellence to the U18 Scholars as part of their 2-year Apprenticeship programme. This role required supporting the delivery of the day release programmes, study courses for foreign players and Higher Education courses for the 1<sup>st</sup> team Squad. I managed the department to Industry, Category 2 (EPPP) standards and Ofsted requirements ensuring that the delivery, quality assurance, facilities and expectations of the learners were to a high standard, this meant be awarded 97% in Category 2 EPPP audit for my department. I also worked part time as a freelance Assessor and Internal Verifier for League Football Education (LFE) on the Level 3 NVQ in Sporting Excellence. I Verified 4 Clubs across the region for LFE and was involved in the writing, monitoring, facilitating Assessing and Verification of their NVQ Level 2 programmes. This became an elite team and our efforts meant we achieved grade 1 in Ofsted in 2015. During this time, I trained as an External Verifier with Industry Qualifications verifying various NVQ Leisure and Fitness Industry courses across the Country. I also tutored for Anglia Ruskin University on their first work-based football degree course for 12 months while supporting 1<sup>st</sup> team Squad candidates through the programme. This was the first programme of its kind which was originally a proposal put forward by myself to the University.

### **Work Experience in the Sports and Leisure Industry -2000-2010**

My work experience in the Sport and Leisure industry has been vast and varied since University where I gained experience as a coach in a variety of disciplines, a Recreational Assistant, a Lifeguard and as a Duty Manager. For approximately 8 years I tutored for UK Athletics on their Coach Education programmes, travelling around the country delivering, Level 1, Level 2 and Level 3 programmes. During this time, I ran a sports consultancy business, this involved working for many organisations designing resources, managing events, projects, assessing, internal verifying, quality assurance and compliance. One project was as an Athletics Sports Development officer for 2

years before funding was withdrawn. Another was a 2-year project for Healthy Living Solutions working in hard to reach areas with disadvantaged families on healthy eating and exercise, which proved to be an outstanding success and financially profitable for the business. I joined Colchester United Community Sports Trust working for them on their apprenticeship programmes and coach education programmes, upskilling their staff for work in the local area because of another successful project.

### **Work Experience in the Fitness Industry -2000-2009**

My work experience in the fitness industry has been vast with a role as Duty Manager, Activity Co-ordinator and Fitness Instructor. However, in 2000 I was approached by YMCA Fitness Industry Training and trained to be a YMCA FIT Tutor delivering and assessing Gym Training, Circuits and Training in different environments. I delivered the first programmes for KS4 Fitness, Circuits and Aerobics CPD courses to Teachers for YMCA FIT and for 3 years I subject lead, ran and lead tutored the Leisure Apprenticeship course in several disciplines, for SEEVIC College. Some of the courses were Exercise & Fitness, Level 2 Gym, Activity Leadership, Operational Services, Leisure Management. It was here that the knowledge of industry, industry training combined with educational training and knowledge was utilised to maximum potential achieving 100% success on the company's first fitness apprenticeship scheme.

### **Work Experience in Education – 1997-2004**

My experience as a teacher has been varied with previous responsibilities for Primary Liaison, KS3, GCSE's and 6<sup>th</sup> form. My knowledge of games, and specialisms in athletics, gymnastics and dance enabled me to teach all areas of the curriculum from KS1 to KS5. I provided in house inset to Primary Schools within the local community and qualified as a Top Dance trainer working for Essex Advisory Service. At KS3 I delivered all areas of the curriculum and provided extra-curricular clubs for all age groups. At KS4 I taught G.C.S.E. P.E and ran G.C.S.E. Dance. At KS5, delivered Btec Sports Science, sports performance Level 3, CCPR's Sports Leaders Award (CSLA), taught and run A-Level Physical Education (Physiology, Anatomy and Physiology, Contemporary Studies and Sports Psychology) and provided extra-curricular activities for both lower and upper 6<sup>th</sup> form. I was also very creative in empowering youngsters to get involved in activity and introduced new activities to the School from Lacrosse, Aerobics, Cheerleading, Equestrian games, roller hockey, water polo and orienteering.

### **Education**

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2010-2017	Level 5 External Verification Award, Ofsted Nominee training
2000-2009	Assessor Award and Internal Verification Award
1992 – 2009	Variety of Coaching and Fitness qualifications
1993-1997	B.Ed Hons (sec) 2.1 Hons in P.E. and Science
1992	ACCESS* to Secondary Bed
1987	CSE's maths, English, Science, Religious Education, Home Economics, Child Care, Typewriting.

### **Personal Interests and Achievements**

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In my spare time I enjoy exercising and being outdoors, where ever possible I will cycle, run, swim, kayak and generally keep active. I enjoy my garden and allotment as well as volunteering for my children's sports clubs or helping my friends with their horses at the local farm.

### **References**

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References and Certificates are available on request. Please contact me on Email: [nessosbourn@gmail.com](mailto:nessosbourn@gmail.com) or by telephone on 07891088018.