



## Talent Coach

<b>Location:</b>	<b>London</b>
<b>Specialism:</b>	<b>Accountancy &amp; Tax</b>
<b>Reports To:</b>	<b>Team Manager</b>

### Primary Objective:

- To take full responsibility for a caseload of learners on Apprenticeship programmes across the Accountancy and Tax provision.

### Supporting Objectives:

- To provide the required level of support for each Apprentice to enable timely successful completions
- To ensure learner files are fully compliant with Skills Funding Agency (SFA) requirements
- To ensure Apprentices have a quality starting point including programme planning using the Individual Learning Plan
- To ensure learners remain on programme by carrying out progress reviews and assessment at regular intervals either remotely or face to face
- To fully engage employers during the whole of the learning journey.
- To ensure that learners have a robust learner journey from start to completion
- To provide guidance and support at one to one meetings or in groups for learners completing Functional Skills, ensuring timely completion of assessments, exams, work place evidence and the overall portfolio
- To grow the Kaplan Apprenticeship provision by securing additional starts from employer contacts

### Key tasks and responsibilities:

- To carry out effective initial assessment with all potential learners, ensuring they enrol on the appropriate programme, are eligible and that any additional learner support needs are identified
- To conduct the sign-up meeting, preparing all appropriate paperwork, scanning to the hub by cut off dates and ensuring DCF's are **error free** first time
- To develop a learning plan with students and to plan evidence to be put forward to meet the criteria of the qualification
- To monitor and chase learners in respect of non-attendance at classes or assessments to ensure progress is being made and providing support where required
- To induct the learner into the Apprenticeship training programme including Kaplan's programme requirements
- To carry out Health & Safety vetting visits at all your employers' premises
- To take complete ownership and responsibility for the relationship with the employer from an ongoing account management perspective



- To assess evidence put forward by the learner and provide feedback
- To make contact with the learner as often as is necessary to ensure that the learners' outcomes are achieved on time
- To ensure that adequate support is in place and documented for those learners who fall behind on their programme
- To work with tutors and other Kaplan staff to ensure full knowledge of learner progress is maintained, and full support for the learner is provided at all times
- To identify 'at risk' learners swiftly putting an appropriate action plan in place, thus minimising the risk of learners going out of funding
- Where learners do have to withdraw, ensuring that the withdrawal date matches the last date progress through the qualification was evidenced
- To co-ordinate appointments in a time and cost efficient manner, using Google diary management, and sharing the diary with the A&T Assessor manager
- To keep e-track up to date on a weekly basis for completed reviews
- To keep the Team Manager informed of learners' progress to be discussed at monthly meetings
- To ensure assessment is fully competent before submitting for Internal Quality Assurance To deal with learner or employer queries efficiently and professionally
- To carry out any ad hoc assignments as requested



PERSON SPECIFICATION – Talent Coach	Essential	Desirable
<b>Attainments:</b>		
Experience as an Assessor	X	
Level 4 qualification	X	
Full UK driving licence		X
Assessor Qualification	X	
Verifier qualification		X
<b>Communication Skills</b>		
<ul style="list-style-type: none"> <li>• Possesses confident, friendly, approachable manner</li> <li>• Listens carefully to all encounters</li> <li>• Adopts a flexible communication style – meeting the different needs of individuals/situations</li> <li>• Excellent oral and written skills</li> <li>• Able to persuade/influence others</li> </ul>	X X X X X	
<b>Administrative Skills</b>		
<ul style="list-style-type: none"> <li>• Demonstrates excellent organisational skills</li> <li>• Able to prioritise own workload and meet deadlines</li> <li>• Able to operate on own initiative</li> </ul>	X X X	
<b>Technical/Professional Skills</b>		
<ul style="list-style-type: none"> <li>• Good knowledge of Office packages, especially Excel and Word</li> <li>• Knowledge of funding</li> </ul>	X X	
<b>Team Player</b>		
<ul style="list-style-type: none"> <li>• Interacts effectively within own team</li> <li>• Interacts effectively across boundaries with other functions/external parties</li> <li>• Flexible attitude to work</li> </ul>	X X X	
<b>Work Management</b>		
<ul style="list-style-type: none"> <li>• Reliable – takes responsibility for outcomes</li> <li>• Ability to solve problems calmly</li> </ul>	X X	
<b>Performance Driven</b>		
<ul style="list-style-type: none"> <li>• Demonstrates commitment to achieving objectives</li> <li>• Enjoys a challenge</li> <li>• Sets and achieves high goals</li> </ul>	X X X	
<b>Circumstances</b>		
<ul style="list-style-type: none"> <li>• Able to travel</li> <li>• Able to work overtime including some evenings</li> </ul>	X X	

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