

JOB TITLE:	LEARNING COACH
JOB HOLDER:	
DATE UPDATED:	MARCH 2025
REVISION (HR Office Use):	V1

## **1 MAIN PURPOSE OF THE JOB**

To conduct effective reviews using industry specific expertise and specialisms to implement measures required for apprentices to meet learning goals aligned to the knowledge, skills and behaviours (KSBs) of apprenticeship occupational standards. To design enriched curriculums and individual lesson plans to meet requirements of apprenticeships raising standards of professionals in construction and the built environment. Taking a holistic review of learner progress in relation to their learning aims, not just achieving units of a qualification – including progress within the workplace, and personal development objectives. To deliver highly technical teaching aligned to the knowledge, skills and behaviours (KSBs) of each occupational standard. Complete formative and summative assessment providing, explicit feedback and effective action planning to stretch and challenge each apprentice. This role includes conducting End-point assessment of apprentices once they have passed a gateway assessment. To plan, assess, feedback and grade apprentices according to their performance against a set of predetermined assessment mark schemes and grading descriptors. Carry out learning coach and assessment activities in accordance with CIOB service level agreements (SLA's) and standard operating procedures (SOPs).

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## **2 POSITION IN ORGANISATION**

- Reports to Head of Apprenticeships
  - Part of the Education and Academy team
  - Liaises with Academy, Education, Marketing, Acquisition, Customer Services and other teams as required.
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## **3 DIMENSION & LIMITS OF AUTHORITY**

- There are no line management or budgetary responsibilities.
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## **4 SKILLS & EXPERIENCE**

- Experience of vocational and higher-level education at degree level is essential
  - Excellent written and verbal communication skills; able to demonstrate communicating with diverse internal and external stakeholders to exceed expectations
  - Excellent attention to detail and ability to analyse written reports and applications
  - Competent IT skills in order to operate effectively and efficiently within the role, including Microsoft Office 365 (Word, Outlook & Excel), Customer Relationship Management (CRM)/database experience (Data inputting, updating and extracting reports), virtual learning environments (such as Moodle)
  - Experience of successful team working, showing flexibility and determination to meet challenging goals
  - Accurate delivery of training and assessment aligned to enriched schemes of work and lesson plans
  - Able to work on own initiative, organise and prioritise own workload and ability to work with deadlines in sometimes pressurised environments.
  - Demonstratable excellent customer service skills and the ability to build and maintain strong working relationships at various levels of seniority
  - Knowledge of systems and processes used in the education environment
  - Previous experience within apprenticeship training provider is essential
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## 5 DUTIES &amp; KEY RESPONSIBILITIES

<p>General apprenticeship delivery activities</p> <ul style="list-style-type: none"> <li>- Design the planning and delivery of higher and degree level apprenticeship standards for agreed areas of occupational competence, across a range of employers.</li> <li>- Liaise with employers on a regular basis to ensure workplace training and development is completed, and that apprentices are supported to meet agreed off-the-job training hours in line with their individual training plan.</li> <li>- Providing updates on progression for CIOB and employers as required.</li> <li>- Liaise with relevant CIOB apprenticeship staff to ensure they are aware of issues and opportunities in workplaces.</li> <li>- Arrange and fulfil workplace visits and/or workshops and manage your own appointments effectively.</li> <li>- To deliver individual training planning for new learners that will include agreeing short-medium- and long-term goals and dates for completion.</li> <li>- Identify any additional learning needs and use expertise to enhance the learning experience based on individual learning styles.</li> <li>- Follow CIOB procedures for quality assurance processes with all apprentices.</li> <li>- Ensure assessment of apprentice's work is in accordance with regulatory standards and demonstrate this through the quality of the apprentice's portfolio of evidence including explicit formative and summative feedback and action planning.</li> <li>- Insist on high ambitions, and high standards, for all apprentices, demonstrated through the quality of the apprentice's work, providing explicit formative and summative feedback and effective action planning to stretch and challenge each apprentice.</li> <li>- Ensure learning outcomes for all lessons are planned with reference to what is known about apprentice needs and abilities in order to provide stretch and challenge for all.</li> <li>- Facilitate apprentice's attendance on all agreed delivery sessions as specified in the individual training plan.</li> <li>- Develop and facilitate each apprentice to gain relevant industry knowledge, skills and behaviours.</li> <li>- Provide portfolio of evidence building advice and guidance to apprentices based on the requirements of their individual training plan and KSBs of the occupational standard.</li> <li>- Ensure all apprentices are developed and prepared for their End-point assessment, and facilitate the apprentice's end point assessment as required.</li> <li>- To use CIOB apprenticeship system to effectively record, plan and track individual apprentice progress in accordance with CIOB apprenticeship paperwork and reporting processes.</li> <li>- To provide support and guidance to apprentices in a variety of locations and through a variety of delivery methods.</li> <li>- Acting as a point of reference for organisations, providing advice and guidance and conducting apprenticeship reviews once a month and tripartite reviews once every 10 weeks.</li> <li>- Plan, prepare and deliver high quality and industry specific learning workshops and classroom-based/remote learning.</li> <li>- Work with apprentices on an individual and group basis to ensure they make progress against relevant industry standards.</li> <li>- Complete regular monitoring, feedback and planning with each apprentice in order to guide them through their individualised training programme.</li> <li>- Meeting CIOB apprenticeship team assessment and marking standards</li> <li>- Be available for awarding organisation ESFA/Ofqual/Ofsted/OfS Moderation visits and regulatory audits as required.</li> <li>- Taking opportunities to develop literacy, numeracy and develop 'wider world' understanding (incl. Equality, Diversity, inclusion, Safeguarding and Prevent) across each apprentice.</li> <li>- Ensure each apprentice meets CIOB levels of competence prior to their EPA.</li> </ul>	85%
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## PART 2: DUTIES & KEY RESPONSIBILITIES

<b>Regulatory compliance</b> <ul style="list-style-type: none"><li>- Maintain a Continuing Professional Development (CPD) record that satisfies regulatory and CIOB requirements and take part in professional development activities agreed with the acting Head of Apprenticeships.</li><li>- Taking responsibility for elements of provision including development of particular resources and activities where required.</li><li>- Ensuring compliance within CIOB Health and Safety, Safeguarding, SEND and EDI policies.</li><li>- To participate fully in the staff appraisal process and undertake agreed staff development activities.</li><li>- Attend and contribute to department training, standardisation, moderation meetings aligned to CIOB quality cycle.</li><li>- Work within the CIOB policies and procedures with particular regard for health and safety, equality, diversity and inclusion and safeguarding.</li><li>- Support with the development of enriched curriculums to ensure CIOB maintains a high level of apprenticeship delivery</li></ul>	10%
<b>Other Activities</b> <ul style="list-style-type: none"><li>- Contributes to any other apprenticeship activities and projects as required.</li></ul>	5%

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

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THE EMPLOYEE AND LINE MANAGER WILL SIGN A COPY OF THIS JOB DESCRIPTION ON PEOPLE HR.