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| **Apprenticeship Delivery Guide** |
| A Handbook for Apprenticeship Course Leaders, Work Based Learning Coaches and the delivery team |
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APPENDIX 3

Work Based Learning Coach Role

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| This refreshed version, April 2020 is a second approved version reflecting early implementation of actions identified in the University's Quality Improvement Plan. . |

**Appendix 3: Work Based Learning Coach Role**

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| **Role Purpose** | To take responsibility for the delivery of apprentices and employer liaison at the University and in the work place. This will include achievement against key objectives, as outlined in the University's Corporate Plan and directorate Strategic Development and Annual Operating Plans.  To work closely with directorate senior managers and colleagues in faculties, providing support for the development and implementation of apprentice progress review systems and processes.  Undertake Apprentice Progress Reviews (tripartite basis) and portfolio development activities with apprentices and their employers through visits to the apprentice's employer sites, or alternatively digitally, via telephone etc.  To proactively visit and engage employers and apprentice learners to improve apprentice support and enhance performance and progress of apprentices towards successful completion of their End Point Assessment.  Support the implementation of University policies, working collaboratively with other directorates and faculties. |

**Professional services generic responsibilities for grade 6 staff**

* Provide a consistent and professional service which supports the delivery of local business plans.
* Work collaboratively to ensure an integrated approach to the planning, development and delivery of services, including contributing to relevant initiatives within functional area.
* Actively promote change and support new ways of working within University professional services including supporting work outside of your own functional area and/or team.
* Provide a professional, visible and proactive service, developing credibility and trust with a range of stakeholders.
* Contribute to the development, delivery and planning of services and functions within your area of responsibility.
* Participate in cross-University groups and projects and undertake inter functional area work to support the development of management information and corporate initiatives.
* Contribute ideas and suggestions to enhance service delivery and customer experience.
* Ensure the appropriate escalation of issues and areas of concern to the relevant manager.
* Manage the implementation of policies and procedures in functional areas, providing advice on these and ensuring their effective communication.
* Demonstrate a commitment to ongoing development of self and others.

**Role Specific Responsibilities**

* Support the design, implementation and ongoing delivery of apprenticeship systems and processes for apprentice and employer support, both face to face and on-line, working closely with all relevant directorates and faculties.
* Conduct Apprentice Progress Reviews (tri-partite basis) in specialist areas that support the development of knowledge skills and behaviours in relevant apprenticeship standards and the requirements of the End Point Assessment.
* Apply and develop knowledge of industry practice and training to support work based learning delivery on campus specifically in relation to the delivery of work based learning modules where academic delivery requires coordination of apprentice progress monitoring and action planning to enhance the apprenticeship journey.
* Apply and develop knowledge of sector specific apprenticeship curriculum and relevant professional values to support employers and apprentices' structured development in the work place.
* Support the management of external reporting to the Education and Skills Funding Agency specifically ensuring timely completions of Apprenticeship Progress Reviews and related evidence.
* Undertake employer visits that support compliance with the University's ESFA contract, specifically relating to health and safety, Prevent Duty, British Values, Safeguarding and 20% off-the-job learning for example.
* Support the management of the University's Apprenticeship and Work Based Learning group ensuring effective committee management.
* Support preparation of a variety of reports including regular updates for University meetings, specifically related to progression and completions of apprenticeship awards and progress in work based learning modules and apprenticeship portfolios.
* Work closely with other Apprenticeship development leads within the University to coordinate work-based learning employer liaison with business development activities.
* Seek ways to improve efficiency and quality and motivate and encourage others
* Contribute to achievement of organisational goals
* Engage with the relevant business and professional environments to develop and promote employer engagement that will enhance apprenticeship performance
* Participate in relevant University committees or working parties as appropriate
* The above list is not exhaustive and, as such, it is expected that you will be responsible for related issues commensurate to the level of the role.