

ASSESSOR/COACH

Reference Number: ST0146

Details of standard

Role / Occupation

Assessor-Coach (AC)

Duration

Minimum 15 months

The AC role has emerged within the Education and Training Sector (ETS), over the last 30 years, originally as a result of the implementation of vocational (competence-based) qualifications (notably NVQs) and formalised work-based education and training. The AC is a *dual professional*, using their up-to-date professional knowledge and skills to support vocational and professional development across the formal ETS as well as in any employer setting, and at any level. They may, for example, coach and assess apprentices, trainees or new recruits (ranging from young entrants, to new CEOs) in the workplace, commensurate with their own level of experience and qualifications, as required by their employer or their sector. ACs coach and assess vocational learners, usually on a one-to-one basis, in a range of learning environments. Coaching skills involve complex communication techniques to actively listen, provide feedback and to engage learners in planning their individualised learning programme. These skills are also integral to assessing learners' competence in-relation to work-related/industry standards and life skills.

ACs work co-operatively with other ETS or professionals (such as teachers, human resource professionals and mentors/supervisors in the workplace) in supporting the learner's development of vocational competence and the wider skills that relate to employability and professionalism.

Within the sector, 'coaching' is seen as a more complex set of interpersonal skills, compared with 'mentoring'. It is more learner-centred, exploring the learner's understanding and needs rather than simply giving advice. (See the Level 3 Learning Mentor Standard for further clarification about these two different roles.)

The AC apprenticeship requires the development of following professional behaviours, knowledge and skills:

Professional behaviours. The Assessor-Coach will:

- a. Inspire, motivate and raise learners' aspirations through their passion for the sector
- b. Operate at all times to ethical and legal standards and within professional boundaries

- c. Model and encourage mutual respect, displaying a deep understanding of equality and diversity, with and between learners, colleagues and appropriate agencies
- d. Be resilient and adaptable when dealing with challenge and change, maintaining focus and self-control
- e. Value the importance of maths, English and ICT skills in the learners' future economic and social well-being
- f. Evaluate and improve their own professional practice in relation to the Professional Standards for Teachers and Educators in the Education and Training Sector

The Assessor-Coach will be able to:

Plan coaching and assessment

- S1 facilitate access to relevant, current information advice and guidance (IAG)
- S2 apply or reference relevant initial and diagnostic assessment
- S3 agree a programme of development and assessment, setting realistic but challenging goals that meet learners' and employers' needs
- S4 liaise with employers, colleagues and others to support learners' development

Deliver coaching support

- S5 anticipate and overcome barriers to progress and inspire achievement, ensuring that learning is inclusive and supports diversity
- S6 highlight learners' mathematics and English needs, and signposts to appropriate support
- S7 give timely feedback on progress towards mastery of relevant skills and knowledge
- S8 provide access to pastoral support and guidance
- S9 promote the safe and effective use of digital and mobile technologies to support learners and the Assessor-Coach role

The Assessor-Coach will understand:

Procedures for planning coaching and assessment

- K1 sources of and how to access up-to-date and valid IAG
- K2 relevant forms of assessment to identify individual needs
- K3 how to agree individual programmes that inspire and challenge learners to achieve current work-related knowledge and skills
- K4 additional support for learners available through workplace and provider-based colleagues

Effective coaching practice

- K5 strategies for inspiring learners, increasing their resilience in overcoming barriers and obstacles, and in raising concerns
- K6 maths and English underpinning vocational skills and how to access additional support
- K7 effective practice in giving feedback to guide progress and achievement
- K8 ways of supporting the learner's well-being
- K9 current and emerging technologies that could safely and effectively support learner autonomy and the Assessor-Coach role

S10 agree and record targets and progress, complying with quality, confidentiality and data protection requirements

K10 administrative procedures for recording, storing and sharing information that is legally compliant

Assess learners

Effective vocational assessment

S11 use effective listening, assertiveness and questioning to support learners' to engage with their learning plans and with assessment criteria and processes

K11 the effective use of active listening, assertiveness and questioning skills to support retention, progress and achievement

S12 comply with awarding organisation requirements and local quality and safety guidelines

K12 the quality and safety requirements of assessment and procedures for reporting concerns

Support quality improvement

Ways to support quality improvement

S13 support peer review and quality assurance procedures

K13 Internal and External quality procedures and the role of peer review

S14 report concerns about quality and safeguarding through appropriate channels

K14 organisational and legislative requirements for reporting concerns about quality and safeguarding

S15 maintain the currency of their own knowledge and skills, with reference to workplace practice and feedback from others

K15 how to maintain occupational currency and ways to improve coaching and professional practice

Entry Requirements:

individual employers may set any entry requirements which may include:

- (As a dual-professional) - A qualification, at an appropriate level, and relevant up-to-date experience in the candidate's vocational/subject specialism.
- Many candidates will already possess a Level 3 qualification in Assessing. Depending on the specific education and training context, employers (and/or Awarding Organisations) may require candidates without an Assessor qualification, to achieve this prior to completion of their apprenticeship.

Candidates may have achieved maths, English and ICT skills at Level 2 (equivalent to GCSE Grade C, or above) prior to commencing their training. Those that have not must achieve this prior to taking the end-point assessment.

Qualifications outcomes must include:

- Level 1 Safeguarding

Employers may also wish candidates to achieve appropriate additional qualifications in Education and Training, including coaching.

Progression opportunities:

the AC may be eligible to progress onto a full teaching role within an education and training provider organisation.

Review

The apprenticeship standard should be reviewed after a maximum of 3 years.

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Version log

VERSION	DATE UPDATED	CHANGE	PREVIOUS VERSION
1	29/01/2019	Funding band first published - standard now approved for delivery	Not available
1	11/04/2018	Minor changes to the wording and titles in standard	Not available
1	11/04/2018	Assessment plan published	Not available
1	22/10/2015	Standard first published	Not available