



FAQ: Becoming a Learning Coach

What is a Learning Coach?

A Learning Coach is an individual who delivers coaching and learning to individuals undertaking an apprenticeship, visiting learners at their place of work or via remote link to guide them in achieving their apprenticeship. It is also referred to as an NVQ Assessor, Assessor, Trainer or Coach by other apprenticeship providers.

What will I be doing as a Learning Coach?

The role of a Learning Coach varies greatly, and one thing is for sure no two days will ever be the same.

Our coaches structure their week between working from home and completing their associated administration on our system, APTM, and visiting learners out in the field at their place of work or via a remote session.

Visits will vary depending on what stage the apprentice is at, however in general these sessions can include such things as: observations of working practice, reflection on previous learnings, support with knowledge questioning and guidance for independent learning.

You will also need to be a good organiser because an important part of helping learners to achieve their apprenticeship is through the recording of learner progress, mapping evidence of learning achieved and progress required, effective session planning for next visit and setting learning objectives for the learner to achieve by your next session.

What is a caseload and what does this look like?

A 'caseload' refers to the number of learners that you support at any one time. Our optimum caseload for our Learning Coaches is 45 core learners. During your first six months with the business your caseload will be given to you on a phased approach so that you have the space and capacity to manage your onboarding and training.

What do I need to have to become a Learning Coach?

If you work in Retail, Hospitality, Care, Clinical, Early Years, Leadership and Management, Professional Services, Warehousing and Logistics or Fitness you may already have what it takes to become a Learning Coach. As well as sufficient occupational experience, it is your behaviours that make you an expert Learning Coach.

We will support you in achieving the remaining qualifications required as part of your onboarding. This can include Functional Skills (if you do not already possess a minimum GCSE in both English & Maths), and a teaching/assessing qualification.

In most cases you will also need to have a minimum Level 3 qualification in your specialist sector and relevant, sufficient occupational experience.

What tools will I have to help me deliver in role?

As an innovative business we embrace technology to help us deliver an up to the minute approach to delivering apprenticeships. We have a bespoke learner management system, Aptem, which enables us to deliver engaging and modern teaching and learning and ensure that we maintain accurate and detailed records of our learner's progress and the quality of our delivery.

Whilst you will not have used these systems before you will need the ability to use IT so that you are able to understand and learn how to use these programmes. Training is provided on these systems throughout onboarding

All of our diary management is through MS Outlook and we frequently use Word and Excel to support our communications and tracking.

What training do you offer to help me become a Learning Coach?

Our Learning Coaches receive a comprehensive onboarding programme. This sets clear expectations of the role requirements and the associated measures of success, and so gives transparency and solid objectives right from the start.

Onboarding is delivered through a blended approach of face-to-face and remote sessions by a dedicated delivery team who train, develop, support and qualify all Learning Coaches to provide their learners with a high-quality learning experience.

From day one, you'll be guided by a comprehensive onboarding plan which outlines what you will be learning and who will be supporting you.

Throughout your first six months, you'll take part in a blended approach to learning which includes face-to-face and remote sessions and shadowing of existing Coaches. You will be supported, coached, and mentored by a number of experts across the business

We will also support you to achieve your teaching/assessing qualification which will take approximately 12 months for you to complete. This qualification will furnish you with the training and tools that will support you in delivering exceptional teaching and contribute to your personal and professional development.



Where will I be based?

Learning Coaches are historically field-based, visiting learners in their work place, working from home or attending team and sector meetings.

We also provide you with all the necessary technical kit you will need to be able to deliver your role out in the field, including mobile phone with tethering capability and laptop.

Do I need to be able to drive for this role?

Yes, a driver's licence and your own transport are essential. If you are applying for a role in central London this may not be essential.

We offer full mileage allowance which covers both fuel allowance and 'wear and tear' on your vehicle.

What are the expectations in terms of travel?

Our Learning Coaches cover a specific geographic which enables them to deliver to learners within their region.

Ordinarily, this requires a certain amount of travel to and from client sites to conduct learner visits as well as remote delivery which can be conducted from home.

We specify a travel distance of approximately two hours from your base location. However, situations sometimes arise where this exceeds this travel time, but these are an exception to the rule rather than the norm.

What is life on the road really like?

The majority of our Learning Coaches come to us direct from the sectors that we deliver to and come with little or no experience of having delivered apprenticeships.

Whilst we offer an awarding-winning onboarding programme and a structured and dedicated team of people to support you in your new role, it can be an adjustment for some people if they are used to working in a fixed location with a team around them every day.

In role of Learning Coach, you will need to be prepared to make the shift to working independently and on your own initiative. However, you do have the opportunity to link in with your team members and your Area Manager as well as having a dedicated Professional Development Coach (PDC) during onboarding.

What are my hours?

Lifetime training run core business hours of 9.00 – 5.30 and each employee is contracted to work 38.75 hours per week.

This of course needs to be flexible when our business comprises of learners in industries which do not always fit in to standard 'business hours'.

Our Blended Ways of Working enables our colleagues to work in the most effective possible, way whilst ensuring they have a rewarding career coupled with a healthy work/life balance. It also helps us manage and adapt to the ever-changing needs of our business and the fast-paced world around us.

Blended Ways of Working builds on the benefits flexible working offers, and combines remote, office and site working, as well as flexibility in when, and for how long, you engage in your work-related tasks. It is focused on promoting work flexibility to support work-life balance.

We support both flexible working requests (where you can formally request a certain working pattern, eg: 8.30 – 5.00 Monday to Friday) and flexible approach to working (a more informal approach to your working hours).



Why Lifetime?

Lifetime has been established since 1995 and throughout that time has prided itself of being one of the country's leading training and apprenticeship providers. With an excellent reputation both within the training industry and the sectors we deliver in, we are proud to be a market leader.

We are one of the UK's leading Apprenticeship providers, we help individuals and businesses realise their potential by delivering training that builds a better future for the industries in which we deliver

Most importantly, we're all about a democracy of opportunity so we put quality first, we work collaboratively, and we embrace change.

But what about working here? Lifetime has a culture which attracts and retains the very best talent. We are proud of our people and their achievements, but most of all we are proud of the dedication and passion that our people show to delivering an outstanding learning experience.

We are innovative people, we are collaborative people, we are inspiring people, we are Life-Changing People.