

Role Profile	
Job Title:	Digital Learning Advisor
Grade:	DTL2
Reports to:	Apprenticeships Team Leader (DLAs)
Location and Working Pattern:	Home with occasional travel to a QA office
Department:	QA Apprenticeships - Delivery
Vetting required:	Enhanced DBS, BPSS

About the role	
Summary:	As a member of the Digital Learning Team, your role will involve supporting and guiding apprentices to ensure they have a positive experience. You'll also be responsible for meeting team KPIs. Additionally, you'll be enrolled in a Data Technician Level 3 apprenticeship.
Role Responsibilities:	Contribute to the delivery of excellent learning experiences • Deliver engaging Programme Launch sessions to groups of learners and feedback on Day 1 learning submissions, ensuring they meet the required criteria. • Work with and support the team of Digital Learning Consultants, other DLAs and Learning Specialists to ensure learners receive feedback on submissions and responses to queries within SLA. • Conduct enrolment calls with eligible learners and their employers. • Timely and successful completion and submission of all required documentation or information in line with regulations and governance. • Be available on Zendesk online chat during working hours and provide prompt responses to learner queries. • Monitor mailbox(es) and respond to any queries relating to your programme area. • Leverage a 'many-to-many' mind-set and utilise technology effectively and safely re: delivering cohort-wide online support. • Professionally engage with both employer and learner to update on progress and plan for realistic progression. Deal with customer questions and complaints in line with Company policy where appropriate. • Enable learners to navigate and leverage the benefits of the virtual learning environment to enhance their learning journey. • Deliver impactful and inspiring support and guidance. • Utilise effective and proactive online communication techniques to validate task requirements and diagnose areas for learner improvement. • Demonstrate a high level of accuracy in submitting learner data to minimise compliance issues, meaning a high 'first time right rate'.

Collaborate internally

- Provide timely and accurate documentation, management information and reports in line with agreed business processes, regulations, funding body requirements and KPIs.
- Take ownership of own development ensuring Continuous Professional Development (CPD) is kept up-to-date.
- Assist with projects to support internal and external team needs, including attendance quarterly of face-to-face meetings (travel expenses will be covered).

Key Performance Indicators

Delivery of a 'market-leading apprenticeship mindset' will be measured by:

- Performance is consistently meeting or exceeding expectations.
- Learner survey feedback.
- Timeliness, volume and satisfaction ratings on Zendesk live chat.
- Response times within 24 hours for submission feedback and messages.
- Engagement of apprentices against funding regulations.
- Sampling and observation of work.
- Level 3 Data Technician apprenticeship progress.

Key Working Relationships

- Learners
- Employers
- Delivery Managers
- Digital Learning Consultants
- Onboarding Team
- Operations Teams
- Quality Teams
- Sales Team

Your Experience/Skills:

- English & Maths GCSE (Grade A*-C or 9-4).
- Working to defined deadlines where high levels of accuracy are required.
- Able to deliver motivational, balanced and constructive feedback.
- Attention to detail with strong administrative skills.
- Experience of using IT systems and reviewing data.
- Experience working within an office environment or customer service role dealing with internal and external stakeholders.
- Customer service experience (desirable).
- Some industry experience for the relevant programme you support (desirable).
- Experience of working remotely (desirable).
- Awareness of equality, diversity and inclusion.
- Up-to-date knowledge of legal policy requirements including safeguarding, Prevent and Health and Safety.



**Key
Competencies:**

- Excellent verbal and written communication skills, including the ability to present to a small group of learners.
- Ability to engage and motivate learners remotely.
- Self-motivated with a customer-centric focus.
- Strong planning and organisational skills.
- Ability to solve problems using experience and knowledge to overcome barriers.
- Able to manage own time and prioritise appropriately.
- Experience of prioritising workload and organisation.
- Passion and enthusiasm for helping learners to succeed.
- A flexible, resilient and pro-active approach.
- An ability to work independently and collaborate within the wider team.
- Willingness to undertake appropriate checks such as DBS, BPSS, DV, Disclosure Scotland, etc.
- Willingness to undertake and maintain Continuing Professional Development.

About QA

At QA, we believe the future belongs to organisations that are able to learn, master and apply new skills at pace and scale. As the largest tech training company in the UK and the fastest-growing in the US, we partner with 96% of the FTSE and most of the Fortune 500. We have served over 4,000 customers and 1+ million learners since 1985.

We believe skills alone aren't enough but need to be applied back to the business in order to effect change. We do this through tailored learning programmes that connect learning across an organisation's siloes, create continuity for learners, and feature collaborative, cohort-based modalities to apply skills at pace and at scale. Our unique end-to-end learning solution draws from deep expertise across apprenticeships and instructor-led training, and self-paced learning.

Please find out more about us at <https://www.qa.com/about/careers/>.

**Safeguarding
Statement – please
delete if the role
doesn't sit within
QA**

QA is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs. We hold the expectation that all staff share this commitment in creating a safe and inclusive environment and as an organization, we comply with relevant legislation and best practices in safeguarding and safe recruitment.

**Apprenticeships
and amend the
check needed as
appropriate**

This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including:

- an enhanced disclosure check
- Child Barring list check
- qualification checks
- online checks
- medical fitness



- identity and right to work

All applicants will be required to provide two references covering the previous three years and a Criminal Declaration form must be completed and returned ahead of interview.

We look forward to welcoming dedicated individuals who share our commitment to safety and well-being.