

Digital Trainer - Assessor

Contract term: Permanent, full-time

Hours: 37 hours over 5 days (Monday to Friday)

Location: 3 days office-based (workshop delivery), 2 days home-based (learner assessment)

Salary: Grade 6 £30,174 rising to £33,465 (£29,174 – Unqualified Assessor)

If you would like to work for an organisation that holds 3-star accreditation with Best Companies demonstrating extra-ordinary levels of staff engagement, has gained a place on the Times Best 100 Companies to work for in the UK for the last seven consecutive years and that holds Investors in People Platinum accreditation we would love to hear from you!

Who we are:

As Wales's largest Training Provider, ACT provide a wide range of training programmes and qualifications including Traineeships, Apprenticeships, Higher Apprenticeships and Schools provision across 30 different sectors throughout Wales.

ACT is all about people. With a family feel culture we believe our employees are our greatest asset. We're all extremely passionate about making a positive difference to people's lives by providing excellent learning programmes and opportunities.

What you'll do:



The role involves assessing, training and supporting learners in achieving a range of digital work-based learning apprenticeships and essential skills, whilst ensuring an excellent learner journey experience. Our learners are digital end users, working in a variety of sectors.

You will play a key role in inspiring and supporting learners to achieve digital apprenticeships through a blend of engaging workshop delivery and structured assessment.

Working to ACT's Behaviour Framework — Respect, Openness & Honesty, Innovation & Creativity, Motivation & Empowerment, and Clarity — you'll create inclusive, motivating learning environments that build confidence and real-world digital capability.

This role follows a hybrid delivery model, with:

- 3 days per week delivering in-person digital workshops, and
- 2 days per week managing and progressing your learner caseload, including assessment, feedback and reviews.

You will support learners across a range of digital work-based learning apprenticeships and Essential Skills, ensuring a high-quality learner journey and timely achievement.

Learners may be working in a wide range of settings — for example within health boards, schools, administrative teams or digital support roles — and you'll help them develop practical competence in digital tools and systems, these may include, but are not limited to:

- Word processing and document creation
- Digital collaboration tools
- Spreadsheet and data handling
- Data visualisation and databases
- Website and user experience design

You'll be part of the Digital Services Team, reporting to the Route Manager. Travel across Wales will be required to visit learners and employers, therefore access to a vehicle is essential.

For more information regarding some of the apprenticeships you will be primarily responsible for delivering, please see the links below...

[Digital Skills for Business Level 2](#)

[Digital Skills for Business Level 3](#)

INVESTORS IN PEOPLE™
We invest in people Platinum
Rydym yn buddsoddi mewn pobl Platinwm



[Digital Application Support Level 2](#)

[Digital Application Support Level 3](#)

To learn more about being a vocational assessor check out this [video](#).

ACT is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Car uplifts (where applicable)
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

What you are responsible for:

1. Deliver and organise training, assessments, workshops and Centre based activities using a range of digital tools to enable learners to achieve all learning outcomes on the ILP, including Essential Skills Wales.
2. To develop and deliver relevant workshops that contribute to the NVQ/QCF and Essential Skill Wales standards.

INVESTORS IN PEOPLE™
We invest in people Platinum
Rydym yn buddsoddi mewn pobl Platinwm



3. Meet all requirements of awarding organisations, Welsh Government, Estyn Common Inspection Framework, the Professional Standards and ACT.
4. Use systems in place to effectively manage caseload.
5. Assess, support and develop learner's literacy, numeracy, ICT, digital and employability skills; knowledge of sustainable development and global citizenship, Equality and Diversity, Welsh Language & Culture and Well-being through delivery of qualifications and enrichment activities.
6. Supporting in the delivery and development of learning design for new qualifications
7. Ensure learners well-being by carrying our health and safety monitoring and following safeguarding procedures.
8. Deliver, record and continually update the learning journey (initial assessments, ILPs, induction and reviews) to ensure a meaningful learner experience and engagement with employer.
9. Communicate regularly and professionally with employers to maintain good relationships and engagement in the learning process.
10. Develop links with employers to promote new business as appropriate. Act as a conduit between employers, ACT ensuring that all business leads are referred to the appropriate ACT nominee. Recruit new learners as agreed with Line Manager.
11. Follow the departmental IQA procedures to ensure good quality of delivery and progress of qualifications that meet awarding organisation requirements.
12. Contribute towards development of curriculum, insight days and strategic plans.
13. Maintain own CPD and skills by attending sector, awarding body and internal training.
14. Communicate effectively and work with the team and management.
15. Take part in, support and carry out actions from quality processes
16. Any other duties as requested by your Coordinator or Manager, which may be necessary from time to time.
17. Demonstrate commitment to learners, their learning, safety and well-being by taking account their current level and making them aware of progression options.
18. Use evidence and research to improve practice.
19. Plan and deliver effective learning, teaching and assessment by using a range of methods including digital to effectively enhance the learning process.
20. Build positive and collaborative relationships with learners, colleagues, employers and others as appropriate.
21. Enable learners to share responsibility for their own learning/assessment and empower them to set challenging goals and targets and to evaluate their own progress.
22. To adhere to and promote ACT's environmental and sustainability practices.
23. Responsible for adhering to all GDPR (General Data Protection Regulations) legislation in respect of all learners, clients and colleagues.
24. To adhere to and promote ACT's environmental practices.
25. Any other duties as requested by your Manager, which may be necessary from time to time.

Personal and other duties and responsibilities:



- Demonstrate dignity, courtesy and respect towards others.
- Critically reflect on own values, knowledge and skills to improve learning.
- To actively keep updated with the company's services and programmes.
- Maintain CPD by attending training events, courses, meetings, workshops and seminars to keep abreast of subject/vocational area to not only develop yourself but also the company.
- To demonstrate clear written and verbal communication skills including report writing skills.
- To be highly self-motivated and organised.
- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.
- An ability to work on own initiative and meet set timescales.
- General housekeeping duties.
- To display ACT core values at all times.

Person Specification

	Essential	Assessment Method
Experience	<ul style="list-style-type: none"> • Real word digital/IT experience • Strong Digital capability • Experience delivering training or coaching • Curriculum design experience • Track record of learner outcomes 	Application
Qualifications & Knowledge	<ul style="list-style-type: none"> • Excellent level of IT, literacy and numeracy • Assessor qualification (or willing to work towards) • Teaching/Coaching/training qualification or similar • Safeguarding, ALN, E&D and wellbeing • Apprenticeship delivery structures 	Application/ Certificate verification
Behaviour Framework	<ul style="list-style-type: none"> • Demonstrate ACT's Behaviour Framework: <ul style="list-style-type: none"> - Respect - Openness & Honesty - Innovation & Creativity - Motivation & Empowerment - Clarity 	Interview
Skills & Attributes	<ul style="list-style-type: none"> • Creative & passionate for training/learning • Ability to develop others • Organisational and time management skills • Excellent communication • Collaborative team approach • Proven track record of meeting targets • Excellent IT Skills with programs such as Microsoft Office, Word and Excel • Team Player with ability to work on own initiative • Willingness to undertake personal & professional development in relation to your role and business needs 	Interview

Personal Qualities	<ul style="list-style-type: none"> • A positive & optimistic attitude • Someone who displays initiative • Self-organised & motivated • Someone who understands the need to build a good rapport with learner and employer • Willingness and ability to be flexible and go above and beyond as and when needed 	Interview
Other	<ul style="list-style-type: none"> • Hold a full U.K. driving licence and access to vehicle 	Interview