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| Jayna Gore | jgjayn1@googlemail.com • 07960 418303  linkedin.com/in/jayna-gore-b9264544/ • London, UK |

Dynamic and dedicated professional with extensive experience in training delivery, mentorship, and curriculum development across diverse learner groups. Proven ability to design and implement blended learning approaches, effectively adapting training programmes to meet UK OFSTED and awarding body requirements. Recognised for strong mentoring capabilities, guiding colleagues to optimise skills and improve assessment methodologies. Committed to employing patience and compassion in customer interactions, while leveraging leadership qualities to nurture and develop talent within teams. Adept at utilising initiative to identify and resolve training challenges, contributing to culture of continuous improvement in the adult skills sector. Excited to bring expertise and adaptability to a global stage.

**Areas of Expertise**

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| * Leadership * Training Delivery * Curriculum Development | * Mentorship & Coaching * Blended Learning Approaches * Assessment Methods | * Blooms Taxonomy * Compliance & Regulations * Stakeholder Engagement |

**Professional Experience**

**City & Guilds, London 2024 – Present**

**External Quality Assurance Business admin level 1-3 – Freelance**

Creating and implementing SMART action plans for training providers, identifying gaps like missing assessment plans and unmarked assessments. Ensuring managers maintain CPD staff records, supporting assessors' competency in delivering qualifications effectively.

**Maximus UK, London 2020 – Present**

**Skills Coach**

Delivering comprehensive training sessions on Level 2 NCFE vocational qualifications, adapting assessment methods. Embed knowledge of GDPR, equality and diversity, and health and safety legislation into training programmes. Manage documentation compliance by maintaining accurate learner data on SharePoint and ensuring all training materials meet regulatory standards. Act as safeguarding advocate, guiding learners on identifying and addressing concerns, and adhering to established procedures. Collaborating with the quality team to amend curriculum to suit learner needs.

* Credited for achieving 95% completion rate for level 2 sustainability qualifications in May 2024
* Improved learner completion rate by 50% by observing trainers and giving feedback and conducting 1-2-1 caseload reviews
* 95% positive feedback from employed and unemployed learners, leading to notable increase in referrals from internal staff.
* Featured in head office-produced "Day in the Life" video showcasing role as trainer, which received enthusiastic feedback.
* Earned praise from external quality assurance team for implementing effective assessment techniques.
* Secured "Good" rating from internal quality assurance team for consistently high-quality assessments.
* Trained 5 staff members on E-portfolio system, EQUAL to enable timely completion of qualifications as well as training on SharePoint system to ensure compliance paperwork is updated and ready for audit inspections.

**Go Train, London 2020 – Present**

**Tutor**

Provide high-quality training programmes to diverse groups, including NEET individuals, lone parents, and job centre clients, focusing on employability, customer service, retail level 1, basic IT, and enterprise training. Integrate essential functional skills, such as English, Maths, and ICT into courses to enhance learners' employability. Support and assess online learners in functional skills level 2 Maths using BKSB system, accurately marking City and Guilds mock papers and documenting progress within Maytas. Maintain compliance with GDPR regulations to safeguard learner information while fostering supportive and engaging learning environment. Develop tailored learning plans that address individual needs, encouraging personal growth and achievement among participants.

* Facilitated completion of functional skills Maths and English courses through 1-2-1 support and regular weekly check-ins.
* Guided learners to achieve qualifications in enterprise and customer service courses, enhancing employability prospects.
* Maintained high compliance rate by adhering to organisational standards, ensuring quality learning experience.
* Fostered strong relationships with business managers and quality teams, resulting in improved learner completion rates.
* Enabled 10 NEET learners to pass qualifications in customer service level 1, retail level 1, and employability skills City and Guilds training courses within just three weeks.
* Engaged students in classroom by employing variety of differentiation techniques, formative and summative assessments, and active learning strategies.

**Open Doors UK, London 2015 – 2019**

**EFL Instructor/Tutor**

Taught English to students aged 11-19 from various European countries, including France, Spain, and Poland, focusing on developing language skills. Instructed learners in grammar topics, such as prepositions, modal verbs, phrasal verbs, and conjunctions, progressing from pre-intermediate to higher-level proficiency. Enhanced speaking and listening abilities through engaging activities, including solo presentations, role plays, debates, and collaborative group work, while expanding vocabulary. Supported reading and writing development by assigning comprehension texts centred on British culture and traditions and encouraging students to maintain daily journals to improve writing skills.

* Enhanced learners' English speaking and listening skills, resulting in increased confidence and fluency.
* Elevated reading and writing abilities among students through targeted exercises and engaging materials.
* Received positive feedback from handwritten survey completed by 30 French students, highlighting effectiveness of teaching methods and supportive learning environment.

**Additional Experience**

**Various Roles**, Charity Sector, London, 2012 – 2014. Shelter and MS society – administration roles.

**Education**

**Bachelor of Arts (Hons.) in English Literature, 2:2** ▪ Kingston University

**Licences & Certifications**

A1 Internal Quality Assurance Qualification level 4

Certificate in Assessing Vocational Achievement Qualification level 3

Award in Education & Teaching PTLLS

Teaching English as Foreign Language & Business English

**Languages**

Gujarati, Fluent ▪ English, Fluent