

Professional Development Policy for Coaches

Introduction

Tolley is a business specialising in tax and is proud of its reputation for having coaches drawn from the background of professional tax practice. The coaching role does not involve tax technical teaching, so there is no requirement to maintain their tax subject knowledge. However, we expect them to undertake the training required to perform their coaching role to the high standard expected.

Induction

At commencement of their employment with Tolley, all coaches will receive training to smooth their progress to competence and to ensure they understand the workings of the organisation. Managers, through constant review and assessment, have a responsibility to initiate appropriate tuition and coaching to ensure that each coach can attain the standards required by the job in a realistic time frame.

Reviews

All employees will receive an annual appraisal aimed at improving personal performance. This will ensure everyone is appropriately managed and performing to the best of their ability. At this annual appraisal, employees will discuss and agree a set of key performance indicators (KPIs) for the following year.

In addition to the annual appraisal, all employees can expect regular 1-2-1 reviews with their line manager, during which progress against KPIs will be reviewed and any learning and development needs will be identified and planned.

Tolley supports coach training through:

- regular internal meetings to discuss situations arising and streamline processes towards a consistent approach; and
- funding appropriate external courses.

Functional Skills

Tolley is approved by NCFE as an assessment centre for Functional Skills in English and maths at level 2. This includes the delivery of the Speaking, Listening and Communicating controlled assessment in English. All assessors and the internal quality assurer will be drawn from the coaching team. To qualify for this role, the coaches will hold Grade 5 or above in GCSE English (Grade C under the old grading system) and/or have experienced tax professional work, using their speaking, listening and communicating skills daily within their job role.

All coaches who are to act as either an Assessor or IQA will undertake an Assessor training course. Anyone joining the team without an Assessor qualification will be enrolled onto the following course:

<https://www.ncfe.org.uk/qualifications/preparing-for-ega/assessor-training/>

In addition, on appointment as IQA, the coach will be enrolled onto the following course:

<https://www.ncfe.org.uk/qualifications/preparing-for-ega/iqa-training/>

All delivery staff will have access to training and support, to enable them to maintain and update skills as required in the Qualification Specification. The assessments to be delivered internally are limited to the controlled assessment for Speaking, Listening and Communicating in relation to the Level 2 FS Qualification in English (SLC).



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