**What is an Apprenticeship Coach?**

Apprenticeship Coaches are responsible for scheduling, conducting, and documenting Tripartite Progress Reviews for all apprentices. These reviews are managed using the online platform Aptem, which apprentices can also access to manage and store their records. Additionally, coaches support course teams in monitoring apprentices' Off-The-Job learning and maintain regular communication and collaboration with our employer partners. Coaches also provide training and support to apprentices and managers in the use of Aptem, escalating more complex queries to the Aptem Helpdesk when necessary.

In addition, coaches collaborate closely with various teams within the university, including the Employer Partnership Office (EPO), Academic Registry, the Placements team, and academic staff across different Schools. Coaches serve as a valuable resource for apprentices, addressing queries on a wide range of topics, such as functional skills, wellbeing support, academic mentoring, financial assistance, and additional learning needs. When specialised assistance is required, Coaches are able to direct apprentices to the appropriate teams.

Furthermore, Coaches provide support throughout the End Point Assessment process, guiding apprentices in reflecting on their learning in relation to the Knowledge, Skills, and Behaviours (KSBs) of their apprenticeship standard. They also conduct Gateway reviews and, where applicable, assist apprentices in preparing their final portfolios to ensure compliance with EPA requirements.