

## Paula Ashby MA

### Personal Profile

Paula is a training and development consultant with 24 years experience in the field of Education, the public sector and private businesses. Her experiences include undertaking a wide range of training needs analysis, project management, designing appropriate courses, course delivery and follow up support through consultancy. Paula has also spent many years working for an LEA inspection and advisory service, training and supporting staff pre and post inspection, and has been integral to designing successful development plans.

Paula trains, supports and assesses teaching assistants through the HLTA programme, teachers' through the Qualified Teaching Status programme and Administration staff through the CSA programme, in partnership with Middlesex University, Manchester Metropolitan University and the Eastern Leadership Centre. She has also recruited staff from abroad and supported their transition to the UK.

<b>Specific Expertise/ Relevance</b>	<ul style="list-style-type: none"><li>▪ <b>Education</b> - Paula has extensive expertise and knowledge of Education. She has designed, developed and run a variety of training programmes for a wide range of staff within this sector over the past fifteen years. Paula currently supports, trains and assesses administrative support staff via the CEBA programme, and previously the CSA course. She also supported the development of teaching assistants via the HLTA course, in conjunction with the Eastern Leadership Centre and Manchester Metropolitan University. Paula has trained Graduate teachers (GTs) and Overseas teachers (OTTs), to assist them in gaining a British recognised teaching qualification.</li><li>▪ <b>Employability programme for the Department of Work and Pensions</b> – Developing and acting as a lead tutor for a four week training programme aimed at the long term unemployed. There was a focus on them gaining a range of qualifications in this time, including the Welcome Host Customer Service qualification and offering 1:1 coaching sessions</li><li>▪ <b>Olympics and Paralympics</b> – Paula led the development and training of the 8000 Volunteer Ambassadors for the Mayor's Office. She also managed the development of two other programmes for City Hall, including client liaison and the distribution of trainers to lead sessions for existing City Hall staff and established businesses, such as hotels, Information Advice Centres, London Transport and other strategic partners of the Greater London Authority</li><li>▪ <b>Facilitation &amp; Coaching</b> – Supported a range of clients, including facilitating a 3 day event for a Vice President of Gartners and his international managers. In-house coaching, plus private coaching undertaken. Both for personal development and against competencies.</li><li>▪ <b>G4S</b> – Paula assesses and quality controls the Step Ahead Programme (Level 5) for the Institute of Leadership and Management, plus develops and trains a range of skills based programmes for the full range of G4S clients</li><li>▪ <b>Equality and Diversity</b> - Paula has designed and delivered various kinds of E&amp;D courses to a broad range of Education, public, private and voluntary organisations, including:<ul style="list-style-type: none"><li>▪ 1 day specifically designed programme for full range of staff working for Havering Council</li><li>▪ LJA consultancy – half and full day open courses for range of businesses</li><li>▪ Designed and led courses for specific Educational establishments – schools and LEAs</li><li>▪ Ealing LEA - Catering for Gifted and Talented pupils within Education</li><li>▪ Supporting pupils with social, emotional and behaviour difficulties – range of schools and LEAs</li></ul></li><li>▪ <b>Management Development Programmes</b> - Paula has designed and run a range of Management Development programmes in both business and Education, examples include:<ul style="list-style-type: none"><li>▪ UK Borders Agency – MSM 5 day programme with a 1 day follow up which included Presentation Skills, Performance Management,</li></ul></li></ul>
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	<p>Recruitment &amp; Selection, Leadership Skills, Coaching, Assertiveness</p> <ul style="list-style-type: none"> <li>▪ LJA consultancy – half and full day open courses for range of businesses</li> <li>▪ HMRC – CMI (Chartered Management Institute) to deliver an HMRC accredited course Developing Confident Managers, Handling Difficult Situations, Team Building and the role of managers within teams.</li> <li>▪ Cabinet Office – Fast Streamers programme</li> <li>▪ Independent Housing Ombudsman – designed and delivered a range of competency based management training for all levels of managers over a five year period</li> <li>▪ In her advisory capacity and as Head of Service for a LEA, Paula ran management training programmes for a variety of schools. This included training senior and first line managers to manage effectively a range of staff, with different roles and support needs</li> <li>▪ Paula has also coached managers in areas of personal development, dealing with difficult staff (including disciplinary), and supporting the appraisal process</li> <li>▪ <b>Customer Service Training</b> - Paula has developed customer service training solutions with a range of customers, including Independent Housing Ombudsman, UK Borders Agency, Cabinet Office, Local voluntary organisations</li> <li>▪ <b>UKBA Experience</b>- Paula has had extensive experience delivering a wide range of training to various parts of the organisation for the past ten years. Since 2007 Paula has been working with the office of the Children’s Champion to train UKBA staff in safeguarding and promoting the welfare of children</li> </ul>
<p><b>Clients include</b></p>	<ul style="list-style-type: none"> <li>▪ Gartners – Information and Technology Research &amp; Advisors</li> <li>▪ Pro-Train Solutions (PTS)</li> <li>▪ Eastern Leadership Centre (ELC)</li> <li>▪ Middlesex University / TTA</li> <li>▪ Barking and Dagenham, Harrow, Ealing LEAs</li> <li>▪ A Star Recruitment Agency</li> <li>▪ The Greater London Authority – Mayor’s Office</li> <li>▪ G4S</li> <li>▪ Cabinet Office</li> <li>▪ LJA Business Consultancy</li> <li>▪ Inland Revenue (HMRC)</li> <li>▪ Home Office</li> <li>▪ Independent Housing Ombudsman</li> <li>▪ The Treasury</li> </ul>
<p><b>Employment History</b></p>	<p><b>2000 – to present day</b> – own business</p> <ul style="list-style-type: none"> <li>▪ <b>Pro-Train Solutions</b> – Associate Trainer/Consultant</li> <li>▪ <b>G4S Assessment Services</b> - Associate Trainer/Consultant</li> <li>▪ <b>RHJ Solutions Ltd</b> - Training and Development Consultant</li> <li>▪ <b>Sole trader</b> - Training and Development Consultant</li> <li>▪ <b>Eastern Leadership Centre</b>– Training/assessing accredited programmes</li> <li>▪ <b>Manchester Metropolitan University</b> – Training/assessment as above</li> <li>▪ <b>Educational Authorities</b> - Educational Consultant</li> <li>▪ <b>Middlesex University</b> - Tutor, assessor and moderator</li> <li>▪ <b>Barking and Dagenham LEA</b> - Advisor And Team Manager</li> <li>▪ <b>A Star Teacher Recruitment</b> – recruitment from overseas and supporting teachers in UK schools</li> </ul>
<p><b>Education and Qualifications</b></p>	<ul style="list-style-type: none"> <li>▪ Safeguarding and Safer Recruitment (LSIS) - 2014</li> <li>▪ Equality and Diversity (LSIS) - 2014</li> <li>▪ Health and Safety (Level 2) CIEH - 2014</li> <li>▪ Chartered Management Institute -deliver HMRC accredited course - 2007</li> <li>▪ Qualified Charter Mark Assessor – National School of Government -2006</li> <li>▪ Solution Focused Coaching Certificate – Brief Therapy Practice – 2004</li> <li>▪ Solution Focused Brief Therapy Certificate – Brief Therapy Practice -2003</li> <li>▪ MA – School and College Management – Kingston University – 1996</li> <li>▪ Certification - Assertive Discipline (Trainer) – Education Management Ltd - 1996</li> <li>▪ Postgraduate Diploma – Management of SEN – Kingston University-1995</li> <li>▪ Certification - Transactional Analysis (Trainer)- The International TA Associates – 1995</li> <li>▪ BA (Hons) with Qualified Teaching Status – University of Warwick - 1991</li> </ul>

