Ayesha Ward

Learning and Development Specialist

learning-and-development-specialist@example.test · Manchester, UK

Learning programme evidence

86 new advisers — Introduced rehearsal and coached assessments at two points during induction.

54 scored simulations — Reviewed scoring consistency before identifying tasks that needed more practice.

Five branch managers — Agreed which observable behaviours managers would review in the first month.

Summary

Learning and development specialist designing training for service and operations teams. Uses job observations to choose practice scenarios and works with supervisors to test whether training transfers into daily work. Builds simple assessment records that support coaching conversations and a clear revision history.

Skills

Training needs analysis · Learning design · Facilitation · Assessment calibration · LMS reporting · Coaching support

Languages

English

Experience

Learning and Development Specialist

Maple Quay Service Group | 2021-09 – Present

- Designed an induction update for 86 new advisers. Used escalation logs and shadowing notes to select difficult scenarios. Scheduled guided practice before candidates attempted the scored service simulations.
- Reviewed 54 scored simulations for consistency. Compared trainer decisions on edge cases, refined criteria for escalation and recorded which results had been rescored before sending team summaries.
- Worked with five branch managers to identify observable behaviours for the first month. The manager record tracked completion separately from the quality of each observed task.
- Converted dense policy slides into brief scenario cards with decision prompts and references. Tested drafts with two advisers and a supervisor before the owner approved the release.

Experience (continued)

Training Coordinator

Redstart People Operations | 2018-04 – 2021-08

- Scheduled classes around shift coverage, maintained attendee records and reconciled absences against supervisor updates. Prepared the weekly follow-up list for new starters.
- Helped subject specialists turn service incidents into practice examples. Removed identifying details and checked the recommended response with the process owner before trainers used the exercise.
- Reviewed training survey results alongside support enquiries. Highlighted tasks with recurring questions and helped the trainer plan a practical refresher.

Education

BA Business and Human Resource Management

Hawthorn Metropolitan College | 2018

Projects

Service induction assessment pack

2024

Built scenario cards, behaviour examples, feedback prompts and a short assessor calibration exercise.