**Jacqueline Toon**

**Curriculum Vitae**

The Gables

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**Objective**

To use all my professional, creative, administrative and instructional abilities to improve educational and vocational training by maintaining the desire to learn and helping students enjoy the challenges.  I would like to play a role in an innovative and challenging educational company to address companies of all sectors and their students of all skills set.  I would like to achieve all this and more in a dynamic demanding environment with professionals.

**Key Skills/  Qualifications**

Assistant Librarian Course (JHQ)

Clait, IBT II, IBT III, BCS L1, BCS L2, ECDL, Unit E

HELLO Helping e-learners online 2004

Numeracy L2

Literacy L2

Adult Learner Support L3

ILM Introducing to Team leading

Customer Service NVQ L2

A1 Assessor qualification

Working towards PTTLS & CTTLS

Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint

Excellent communication skills, written and verbal in both English and German

**Career Summary**

2019 – Codebar Workshop

2012 – Present Career Break

2008 – 2012Hub NVQ Assessor & Coordinator

* Management of NVQ provision for 14 Army Learning Centres under the umbrella of (Learndirect and the Torch Hub MOD).  Chatham ALC, Maidstone ALC, Canterbury ALC, Wattisham ALC, Swanton Morley ALC, Woolwich ALC, Knightsbridge ALC, Bicester ALC, Abingdon ALC, Luffenham ALC, Brecon ALC, St Athans ALC, Brawdy ALC, Chilwell ALC.
* Implementation and reinforcement of changes in policies, key procedures as required by SOP
* Analysis of a Financial Dashboard, Funding Rule Violations, Key Performance Measures and Key Performance Indicators
* Responsible for the regular delivery of staff and learner training in PTLLS, NVQ’s and CPD to over 250 staff either face to face or via an online platform.
* Author of Standing Operating Procedures
* Analysis of learner Applications, creating Individual Learning Plans for learners based in remote military locations.
* Provides key data for the Torch Hub progressive Plan and Quality Improvement Plan.
* Regular travel nationwide
* NVQ Area Assessor to Levels 2 and 3 NVQ learners with case loads up to 35 learners. Subjects include Customer Service, Business and Administration, Team Leading, Management, IT, ECDL all 7 modules (Word, Excel, Access, PowerPoint.

2007 – 2008Army Learning Centre Manager

* Manager of Bicester ALC with Line Management of 1 x Band E1 staff.
* Introduced as “Trouble-shooter” after QA analysis established current guidelines were not met, implementing changes in centres, so they apply to current SOP and policies with the added bonus of improving statistics.
* Training staff to qualify as Learning Centre Advisers.
* Plus all key responsibilities of an Army Learning Centre Manager

2006 – 2007Navy Learning Centre Manager

* Manager of Lympstone Navy Learning Centre with Line Management of 3 x Band E1 staff.
* Planning the interior set up of new purpose built Navy Learning Centre in Lympstone, including furniture and IT.
* Training staff to qualify as Learning Centre Advisers.
* Plus all key responsibilities of an ALC Manager.

2005 – 2006 Army Learning Centre Manager

* Manager of Hohne (Germany), Colerne and Winchester ALC with Line Management of 1 x Band E1 staff respectively.
* Introduced as “Trouble-shooter” after QA analysis established current guidelines were not met, implementing changes in centres, so they apply to current Standard Operating Procedures (SOP) and policies with the added bonus of improving statistics.
* Training staff to qualify as Learning Centre Advisers.
* Plus all key responsibilities of an Army Learning Centre Manager.

2003 – 2004 Army Learning Centre Manger

* Manager of Celle (Germany) ALC (Army Learning Centre)
* Manage key policy and procedures to ensure audit and quality measures are met.
* Responsibility for meeting annual targets and related budgets.
* Create Self Assessment Report, Quality improvement Plan and Marketing Plan.
* Manage military and civilian learners on a variety of programs.
* Control compliance of the Data Protection Act and Health and Safety at Work Act.
* Regular maintenance of IT equipment.
* Organization of Adult Learner marketing events.
* Host award ceremonies, liaising with local press to advertise success stories.

2002 – 2000 Manager of MOD Libraries

* Manager of Paderborn, Detmold and Sennelager Mod Libraries with line management of 2 Library Assistants.
* Plus all key responsibilities of my previous post

1999 – 2000 Unsupervised Librarian Assistant Celle Station Library

* Supervision of the online learning suites
* Monitor and log different learn stages of the customers achievements
* Receiving , classifying cataloging new items for use as Library stock
* Issue and receipt of Library stock from and to Library customer and Units and postal loans
* Maintaining of library stock, ensuring stock is kept in a fair state of repair
* Giving assistance to customers in search of finding miscellaneous information.  Periodical stock checking of library.

1996Birth of Shannon Toon

1993Birth of Tamara Toon

1992 - 1993Accountant Clerk

* ASU (Army Support Unit) Celle/ MOD Bill Amenities Department for Trenchard Bks.
* Examination of bills for Amenities Garrison wide
* Producing forecast of future bills
* Releasing funds as needed

1990Birth of Ty-Martin Toon

1987 – 1990 Shop Assistant

* Ordering Stock
* Checking, displaying, selling of goods
* Balancing books, paying bills, dealing with complaints and specialised wishes.

**Education and Qualifications  ( based in Germany)**

1975 - 1977Grundschule Altenhagen

1977 – 1979Grundschule Wienhausen

1979 – 1983Gymnasium Ernestinum

1983 – 1985Realschule WathlingenRealabschluff (Equivalent to 5 GCSE’s A-C)

1985 – 1987Berufsbildende Schule

1987– 1990Ausbildung Kauffrau im Einzelhandel

**Interests and Activities**

Gardening/ Fundraising/ Ballroom Dancing

**Personal Details**

Driving Licence - full/clean

References are available on request