

Matrix of CSTT support



Support role	NVQ Assessor	CSTT Staff - Anna Woodward/Lizzie Cooke	Mentor	Buddy
Role undertaken by whom?	One of our bank of NVQ assessors, allocated to you at the start of your apprenticeship	Anna Woodward oversees the Apprentices and Lizzie Cooke oversees the Managed Students with assistance from Managed Student reviewers who undertake termly review visits.	A recently qualified Chartered Surveyor who may also be a past CSTT trainee	A Trustee of the CSTT Board
Aim of the role	To assist the apprentices to complete their NVQ's and monitor and set targets in relation to this.	To oversee the Education and work commitments of trainees. Each trainee will be met termly by their allocated contact and any topic can be covered e.g. college, NVQ, work, problems/queries, AssocRICS, guidance etc. Further assistance can be gained through discussion with Anna or Lizzie e.g. counselling, life coaching, extra tuition etc.	To assist trainees with any queries they may have in relation to their job role, the work involved, college assignments, progression to AssocRICS/MRICS.	To give trainees an opportunity to discuss their career aims and objectives with senior professionals within the industry. Discussion should be at a strategic level and Trustees may advise on employment opportunities that trainees may be interested in pursuing.
Regularity of contact	Assessors meet with apprentices at least every 12 weeks. They are available via email and telephone in the meantime if required.	At least every term but more if deemed appropriate. Both are available via email and telephone when required.	This can be carried out face-to-face, via email or over the telephone.	This can be carried out face-to-face, via email or over the telephone. There is no requirement for contact by the trainee with the buddy.