



Name	Lauren Pullen
Job Title	Functional Skills Coordinator

How long have you worked for ITS?	I have been at ITS since April 2013.
What's your background?	Before working at ITS I worked as a senior stylist and trainer/assessor in a hairdressing salon. I started working for ITS as a trainer/assessor prior to progressing to my current role of Functional Skills Coordinator. Since working at ITS, I have gained my IQA qualification and more recently, have completed my PGCE with the University of Greenwich.
What does your work involve?	On a typical day, I would travel to salons to visit learners, assess their work and set them targets to help them achieving their qualifications and ambitions. The focus of my Functional Skills role is to develop ITS' vision and approach for the delivery and assessment of Functional Skills and to promote the importance of these to both learners and employers.
What's the best part of your job?	The part of my job I most enjoy is being out in the salons, meeting learners and building rapport with the in-salon assessors to help my learners reach their full potential. I enjoy the challenge of researching and developing fresh ideas and find it so rewarding to see learners benefit and develop their skills.
Who's been an important inspiration to you?	The person who inspired me the most is my first hairdressing lecturer at college because she was so motivating and inspired me from day one to pursue a career in training/education...and here I am today ☺ !
If you could change one thing in this world, what would it be?	I would change negative attitudes! Because it spreads like the plague and transforms happy environments into toxic ones....
What's your favourite motto?	My favourite motto is "When life gives you lemons, make lemonade!" With a positive mind, any situation life throws at you can be transformed into an unexpected opportunity!
What do you like doing when you're not working?	I compete at RC level Dressage, XC and Show Jumping events on my horse – Aurora. I also like to get out and about walking with our two French Bulldogs – Darcy and Boris. Having four children, the remainder of my spare time is spent taxiing them around to their various clubs and activities and parties ☺.
What's your favourite film?	The film I could watch again and again is called: The Notebook (2004) Starring: Gena Rowlands, James Garner, Ryan Gosling and Rachel McAdams.

What's your all time favourite song?	Title: Ed Sheeran Artist: Thinking out loud
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