

Services provided by a Tutor

The Tutor will provide services in relation to tutoring, assessing, and supporting a number of learners on one or more courses.

Responsible to: Lead Tutor (subject issues); Education and Quality Manager (any other issues)

Key services

- To support learners who are undertaking an NEC online learning course. This involves proactive and reactive communication with learners to include online communication via learn@nec, Messaging, course forums, email, and verbal conversations via web-based media (eg Skype, FaceTime) or telephone if required.
- To contribute to the learners familiarity with learn@nec, NEC systems and online learning practices.
- To assess and mark learner work according to the agreed criteria/marketing scheme and NEC practices using NEC's technology as required.
- To support learner progress throughout the course, be proactive in attempting to obtain examination results and destination information and provide feedback to NEC on the learners' learning experience.
- To advise the subject Lead Tutor of any learner problems and work with the Lead Tutor as required. This may include advising the Lead Tutor in the case of a complaint or learner plagiarism.
- Provide predicted grades (A levels only)
- To provide information to the NEC Office as required.
- To attend standardisation events (teleconferences, webinars or face-to-face) and contribute to NEC's quality assurance practices.
- To monitor and contribute to the online course forum(s).
- To undertake Continuing Professional Development in order to ensure expertise in your own subject area(s) including specification developments.
- To keep up-to-date learner and personal records as required, in line with NEC and GDPR requirements, and solely for the purpose of supporting the learners' study.

The person

Required characteristics

- A relevant degree or equivalent qualification in the subject area(s).
- A teaching qualification.
- Experience of teaching or tutoring younger learners (14 - 18) and young adults (18 - 25) and an understanding of and empathy for the different challenges they may face with online learning.
- Significant experience of the courses for which services are to be provided.
- Current knowledge of curriculum and assessment developments in the subject area(s).
- Experience of online or distance tutoring.
- Good ICT skills and willingness to use new software after appropriate training.
- Excellent written and oral communication skills in an academic context.
- Good interpersonal skills, including evidence of ability to give constructive feedback.
- A commitment to equal opportunities.
- Knowledge of Safeguarding and Prevent duties
- A willingness to use current technologies, e.g. *moodle*, webinar software and web based communication tools (e.g. Skype), and new technologies as they emerge.

Desirable characteristics

- Experience of working as an examiner, or other roles with awarding bodies eg AQA, Edexcel.
- Experience of quality assurance processes in the relevant area(s).
- Experience of learners in other contexts eg Open University, adult education, young learners.

Other essential requirements

- Access to a computer, broadband and appropriate communications technology, including Skype or similar.
- Time commitment to support learners: this will depend on numbers of students and how active they are but tutors should be able to commit to a minimum of two hours on two days a week to respond to queries, plus extra time to mark assignments and provide robust feedback and to contribute to course forums.
- Willingness to travel to observe learners in settings (CACHE courses only), and attend standardisation meetings as required.