



Services Provided by a Tutor

Introduction

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

The tutor is expected to work closely with the Lead Tutor on subject issues and is responsible to the Staff Tutor.

Key Services

1. To support learners who are enrolled on an NEC course. This includes:
 - using the learn@nec messaging system to welcome students within two days of receiving notification of a new student
 - responding promptly to learner messages, offering clarification and academic support as necessary
 - monitoring and contributing to the online course forum(s)
2. To assess and mark learner work. This includes:
 - marking assignments to the course criteria/marking scheme within 5 working days
 - dealing promptly with NEA proposals, drafts and forms submitted by the learner and marking the final NEA submission within agreed timescales
 - using appropriate tools to annotate PDFs and Word documents
 - providing feedback in accordance with NEC quality standards
 - marking student 'mock' or past exam papers when requested*
3. To provide services to support students' progression. This includes:
 - providing a predicted grade for UCAS or college application*
 - writing a subject reference for UCAS or college application*
 - writing a short student academic reference
4. To communicate regularly and as required with NEC staff to support the delivery and quality assurance of our courses. This includes:
 - escalating student concerns to NEC via the appropriate channel in a timely manner
 - responding within 2 working days to email requests for information from Tutor Support
 - attending standardisation events (online or face-to-face) where required for the course*



5. To provide live and/or pre-recorded webinars using NEC's chosen technology.* This includes:
- providing one-to-one academic support tutorials to individual students when requested by NEC
 - supporting the provision of or delivering live group or pre-recorded webinars when requested by NEC

* indicates an activity where additional fees are paid to the tutor for the delivery of the service.

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
- excellent written and oral communication skills, including evidence of ability to give constructive feedback
- good ICT skills and a willingness to use different technologies, e.g. Moodle, webinar software and web-based communication tools, and new technologies as they emerge
- a commitment to Equal Opportunities and a belief in lifelong learning
- knowledge of Safeguarding and Prevent duties

Desirable characteristics

- experience of working as an examiner or other roles with awarding bodies
- experience of quality assurance processes in the relevant area(s)
- experience of online or distance tutoring