



JOB DESCRIPTION

JOB TITLE: DISTANCE LEARNING TUTOR

LOCATION: Mainly working from home, but will be required to attend regular meetings at the Central Office, 10 Ingledene, Hebden Bridge, West Yorkshire, HX7 6PQ.

SALARY: £0.82 per student per day, 7 days per week (£25 per student per month approx.)

BONUSES: Bonuses may be paid for exceptional performance at the Directors' discretion.

HOURS OF WORK: Variable, dependent on student caseload.

ACCOUNTABLE TO: Director of Studies

ACCOUNTABLE FOR: None

SPECIAL CONDITIONS: Will have to undertake regular evening work and some weekend work.

NOTICE PERIOD: 2 months, or 2 weeks if within probationary period.

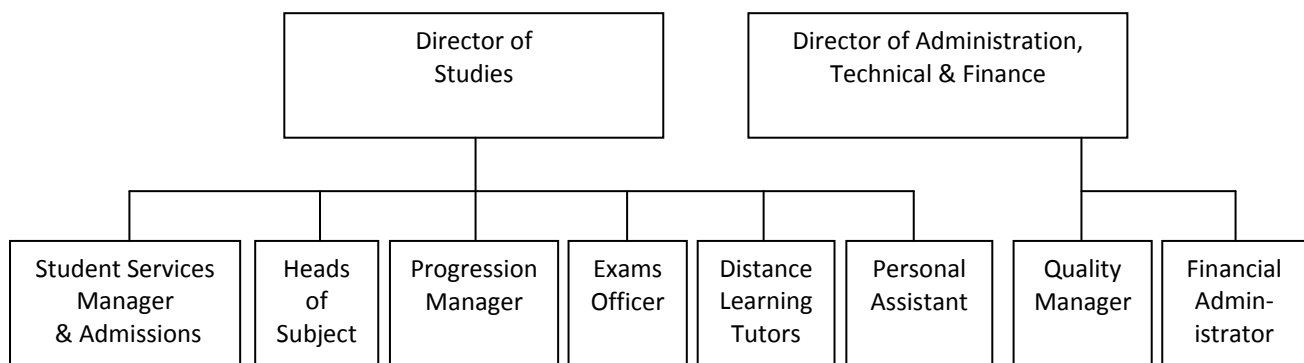
CONTRACT TERM: Permanent appointment following successful completion of probationary period.

Caseload is at the discretion of DLCentre Ltd., subject to availability of students applicable to the post holder's subject specialisms, and tutor's own requested ideal maximum and/or minimum caseload.

PROBATION PERIOD: 6 months

SALARY PAYMENT: Calendar monthly, in arrears.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

The Distance Learning Tutor is responsible for the front line support of their students, working as a teaching professional, providing curricular and pastoral support consistently and reliably across their student caseload. This requires highly developed communication and customer care skills.

Tutors work as part of a team and interact regularly with both other tutors and colleagues with different roles within the organisation. Maintaining a sufficient understanding of supporting and management systems within the organisation, and their relationship to the tutor's role, is vital in ensuring a seamless and professional service.

Tutors are required to have an excellent knowledge and understanding of the subjects they teach and be able to mark and grade students' work effectively against specified assessment criteria. They also need to be able to provide advice and support to students with respect to Higher Education applications via the UCAS application system and provide references.

Tutors are responsible for keeping their specialist subject knowledge up to date and to maintain a detailed understanding of course structure, study pathways and curriculum developments. They also need to use, update and contribute to internal verification and quality assurance systems, with respect to their areas of work, and be prepared to undertake professional training and development activities as required.

In order to manage the student caseload, the tutor must keep accurate and consistent records either held personally, on paper or electronically, or by using online systems provided or required by the employer, providing this information for the line manager as required. S/he must also maintain confidentiality and security with respect to the information held.

Tutors provide cover for other colleagues during periods of leave and may also be offered additional negotiated work, particularly relating to their individual areas of subject or skills specialisms.

CONTROL OF RESOURCES

Personnel: none

Financial:

- No direct control over financial resources but may be required to communicate financial information about student payments to the students and/or issue invoices/requests for payments.

Equipment/Materials:

- Provide, maintain and update your own Information Technology (IT) hardware & software at home, as required, to fulfil the requirements of the post, delivering high quality reliable services to students and other customers.
- With assistance as required from Technical Support, maintain high levels of security on your IT systems through use of professionally recognised virus scanning software which is able to scan emails, files and downloads for viruses, malicious software or malware. Ensure that any such attacks are managed effectively by the software.

- Ensure that passwords and other sensitive information, such as personal information about students or other customers are stored securely. In many cases this will involve correct use of DLCentre Ltd. systems and procedures in which case responsibility for security will rest with the organisation.

Intellectual:

- Ensure the protection of DLCentre Ltd intellectual property to which you have access, such as course materials, by ensuring passwords or other access codes are kept secure and not passed on to third parties except where this is a part of any service which they have purchased.
- Course Materials or other intellectual property produced as a part of your employment with DLCentre Ltd are the property of DLCentre Ltd and you must manage their control and distribution accordingly.

HEALTH, SAFETY & WELFARE

You are responsible for the health, safety and welfare of yourself and colleagues in accordance with the Health and Safety Policy of the Organisation.

RELATIONSHIPS (Internal & External)

- Students on your own caseload and other tutors' students as required when providing cover for staff leave.
- All employees of DLCentre Ltd such as: other tutors, Directors, Student Services Manager, Progression Manager, Quality Manager, Finance and Exams Officer.
- Third party suppliers and contractors such as: Telephone answering, marketing services or business partners.
- Educational Organisations such as: Awarding Bodies, QAA, IFL, UCAS, Higher and Further Education Institutions.
- Other individuals or organisational representatives such as: referees, invigilators, family members and friends of students, as reasonable in providing a high quality support service for students and other customers.

RESPONSIBILITIES

- Perform your duties in accordance with DLCentre Ltd's appropriate policies, such as Fair Assessment, Plagiarism, Equal Opportunities and Environmental, respecting the commitments of the DLC Charter.
- Adhere to appropriate procedures approved by the organisation both existing and in the future.

PRINCIPAL DUTIES

- To provide a friendly and supportive service to students, using a range of communication media, being prepared to provide support both educationally and pastorally, enabling students to reach their goals and fulfil their potential.
- To provide structure and focus to assist the students in managing their workload and making continued progress through their course and report any concerns to the relevant Head of Department.
- To ensure that all our customers are treated with care and respect and a consistent and reliable service is maintained.
- To provide telephone, e-mail and video conferencing (Skype) tutor support for a caseload of students.
- To respond to emails within specified time frames or response times (currently 24 hours excepting weekends).
- To make regular telephone or video-conferencing contact with students as specified (currently 10 minutes entitlement per week or in the case of Skype tutorial 30 minutes per month).
- To negotiate, regularly revisit and update students' Individual Learning Plans (ILPs) and deliver a service in line with the Student Contract.
- To provide constructive feedback, complete mark sheets, mark and return all student work, including examinations, within agreed time frames (currently 2 weeks).
- To write academic references and help students to complete UCAS forms.
- To monitor students' work for plagiarism, exchange of passwords or other infringements and report any incidences or suspected incidences to the relevant Head of Department.
- To maintain records of all student contact using the correct documentation and collect evaluation information.
- To accurately and consistently update staff and student records on the Intranet and on the DLC Online College Management System.
- To work within the framework set out by Awarding Bodies or other accrediting agencies, including verification and moderation systems, whether set internally or externally.
- To attend regular team meetings and participate in cross-marking and moderation.
- To read, digest and take appropriate action, meeting deadlines as required, arising from regular updates or communications from the Directors.

SECONDARY DUTIES

- To work closely and cooperatively with other members of the staff team, including those with complementary but different roles such as: Director of Studies, Director of Finance, Technical & Administration, Student Services Manager, Head of Department, Progression Manager, Quality Manager, Financial Administrator and the Exams Officer.
- To maintain an up-to-date knowledge of subjects taught and developments within the adult education sector.
- To report any errors or inaccuracies in course materials and assessments promptly to the relevant Head of Department.
- To monitor, offer support and maintain a presence on the DLC Student Forum and occasionally visit and observe other social networking sites such as studentmidwife.net, either posting responses or reporting activity which is cause for concern to the Director of Studies.
- To undertake additional work or other duties as agreed with the Director of Studies.

Signed by post holder:		Name:		Date:	
Signed by line manager:		Name:		Date:	
Job description prepared by:	Andrew Whitehead			Date:	17/07/12
JD agreed by Director:	Karen Hayday			Date:	17/07/12