



# job description

<b>Version:</b>	V 16 September 2019
<b>Role:</b>	Skills Tutor (ST)
<b>Reports to:</b>	Operations Manager (OM)
<b>Purpose of the Role:</b>	Drive change and continuous improvement to raise standards, achieve goals and targets. Responding to and meeting the needs of employers and students to positively enhance qualification achievement rates (QAR) and ensure students are fully ready for their assessments. Work with other departments to increase and maintain customer satisfaction rates.
<b>Based:</b>	Home-based, working with students at their workplace or other venues on behalf of Qube Learning.

## Key Performance Indicators:

- KPI.1 – Operational Excellence
- KPI.2 – Student Engagement
- KPI.3 – Quality & Compliance
- KPI.4 – Operating Profit

### KPI.1 – Operational Excellence

Ensure Student achievement is in line with Education & Skills Funding Agency (ESFA) and Ofsted levels for outstanding levels of performance.

- 1.1 Ensure qualification rates are at a minimum of 70% by QAR measurements
- 1.2 Student volume past their planned end dates to be below 5%
- 1.3 Work with designated Business Development Manager (BDM) to ensure non-starter rates are within the 5% tolerance
- 1.4 Ensure students are being monitored that are behind target, ensuring these are kept within the 25% tolerance
- 1.5 Ensure students not visited within 8 weeks of previous visit is kept within the 3% tolerance
- 1.6 Provide Operations Manager with accurate forecasts in respect of achievement, exit, non-start, break in learning and return from break in learning
- 1.7 Ensure compliance measures are adhered to and in line with the current version of the ESFA funding rules such as but not exhaustive
  - OTJ recording
  - Correct use of APL/RPL
  - OPP documentation
  - Clear evidencing of LSF support
- 1.8 Monitor and drive progressive learning and assessment visits ensuring all are completed according to learning plans and delivery models for Students
- 1.9 Managing Student enrolments and ensure second visit is booked so that quality and compliance standards are being met at all times
- 1.10 Ensure effective diary management so that Students receive regular visits and content is well planned, inspiring students whilst stretching and challenging them to reach their full potential



- 1.11 Engage with employer/student mentor, ensuring involvement in Students ongoing programme of learning
- 1.12 Control non-starter, non-achieving exits and breaks in learning (BIL), ensuring accurate information is passed from your Operations Manager to the Head of Operations
- 1.13 Ensure that the delivery of Apprenticeship programmes is in line with the expectations set out in the Education Inspection Framework

## **KPI.2 – Student Engagement**

### 2.1 Student Recruitment

- 2.2.1 Ensure recruitment targets are met to replenish and maintain caseload levels
- 2.2.2 Ensure adequate enrolment time is made available
- 2.2.3 Ensure opportunities are maximised to progress Students from Apprenticeship programmes onto a further suitable Advanced Apprenticeship and Advanced to Higher Level Apprenticeships (L4 / L5) by identifying appropriate funding mechanisms including:
  - Learner Loans
  - Levy payments
  - Commercial contribution
- 2.2.4 Support the Business Development Team (BDT) POD structure and monthly / quarterly team targets
- 2.2.5 Carry out enrolments activities to ensure that APL/RPL is correctly recognised and funding is appropriately used in line with Ofsted and ESFA guidelines.

## **KPI.3 – Quality & Compliance**

All activity with Students is compliant with ESFA funding rules and meet the Awarding Organisation requirements as well as internal rules and guidelines.

### 3.1 Student visits are fully documented ensuring:

- a) *e-Visit Reports* (e-VRs) are completed in full during the student visit, e-signed by all relevant parties and synchronised via the *Form Capture App* (FCA) to PICS; synchronised to *Learning Assistant* (LA) within 24 hrs, contact log of all unsuccessful attempts to contact / visit students recorded on LA
- b) ILP / *Learning Support Plan* (LSP) updated at each visit with any changes including amendments to target dates, completion forecast dates, further planned training, synchronised to LA within 24 hrs
- c) Evidence uploaded to LA and mapped within 24 hrs
- d) Skills Assessment updated with OTJ learning hours at each visit

### 3.2 Learning Support

- 3.2.1 Ensure that Learning Support for maths, English, learning difficulty/disability is evidenced in line with the Learning Support Strategy and that learner support plans are in place in every case where required
- 3.2.2 Ensure CDP is undertaken to keep yourself up to date in all areas of delivery, including but not exhaustive, vocational competence, IAG, maths and English support

### 3.3 Teaching, Learning & Assessment

- 3.3.1 Achieve Grade 2 – Good, within observations of teaching, learning & assessment
- 3.3.2 Ensure that all learning programmes contain appropriate attention to the Students personal development, behaviour & welfare, improving Students' English, maths Functional Skills and ensuring the development of Students' employability skills



### 3.4 Student & Employer Surveys

#### 4.3.1 Complete all internal and external surveys including and not exhaustive

- FE Choices Learner views
- FE Choices Employer Views

### 3.5 Assessment and teaching/training practices meet all internal and external requirements

#### 3.5.1 Ensure actions are completed arising from IQA visits in line with the policy/process and timescales specified

### 3.6 Compliance

- 3.6.1 Ensure that all documentation is completed to meet internal and external requirements
- 3.6.2 Take accountability for compliance for your caseload to meet requirements
- 3.6.3 Ensure that any requests that are in respect of ESFA or external body audits are given full priority

### 3.7 Safeguarding

- 3.7.1 Ensure you are aware of the process to be followed in any safeguarding issue and who to contact
- 3.7.2 Ensure you do not attend visits unsupervised until your DBS check has been completed
- 3.7.3 Ensure that e-VR documentation shows clear evidence that knowledge on Safeguarding, Prevent and Fundamental British Values are being embedded during visits
- 3.7.4 Monitor, manage and maintain the safeguarding and wellbeing of your Students including all mandatory generic elements
  - Prevent
  - Fundamental British Values
  - Health and Safety
  - Equality and Diversity
  - Online safety
  - Mental Health

### 3.8 Health & Safety

- 3.8.1 Ensure all contractual requirements for Health & Safety are met and appropriately documented
- 3.8.2 Contribute to the Health and Safety Working Group as and when required
- 3.8.3 Ensure that Health and Safety policy is adhered to at all times and report any concerns to your Health & Safety Specialist
- 3.8.4 Ensure that all aspects of Health & Safety are considered when visiting your Students and their premises

### 3.9 Equality & Diversity

- 3.9.1 Ensure that all aspects of Equality & Diversity are considered during Student visits
- 3.9.2 Ensure that e-VR documentation shows clear evidence that knowledge on Equality & Diversity is being embedded during visits

### 3.10 Self-Assessment Report (SAR) and Quality Improvement Plan (QIP)

- 3.10.1 Be aware of the company's SAR and QIP and where required ensure any actions asked are carried out



### 3.11 Programme Design

- 3.11.1 Assist in the Programme Design function and the design and development of bespoke programmes ensuring that they meet employers' specific requirements and incorporate their own training as appropriate
- 3.11.2 Support Quality & E-Products to ensure the that Schemes of Work (SOWs) are complete, fit for purpose, current, are aligned to relevant toolkits, standards and meet employers and student requirements
- 3.11.3 Support with production of training materials and work with the Quality & E-Products to ensure training, communication and user guides for Tutors are available

### **KPI.4 – Operating Profit**

Assist the department to work within the limits of net operating profit

#### 4.1 Revenue

- 4.1.1 Maintain high levels of performance across your caseload to secure funding and maximise all revenue streams
- 4.1.2 Promote the Qube Offer at all appropriate opportunities

#### 4.2 Cost Control

- 4.2.1 Manage direct and indirect cost spend including all personal costs in line with the Expenses Policy (QP006)
- 4.2.2 Where possible reduce waste and demonstrate cost efficiency savings in line with Qube's Environmental Sustainability Policy (QP025)
- 4.2.3 Ensure all appointments are confirmed before travelling, to ensure minimal waste on fuel consumption and time and productivity
- 4.2.4 Plan journeys effectively to ensure mileage is kept to a minimum and time is maximised
- 4.2.5 Ensure all issued company equipment is adequately used, maintained and cared for in line with your signed IT agreement Form and Qube's Communication Policy
- 4.2.6 Ensure when on third party property all due care is taken to ensure additional costs are not incurred
- 4.2.7 In line with our Mileage & Expenses Policy ensure all costs are authorised through your Line Manager