

Job Description

Post Title:	Academic Support Assistant
Responsible to:	Centre Manager
Responsible for:	Supporting Learners across a range of courses
Location:	Huntingdon/Leeds/Edinburgh/Potters Bar
Hours of Attendance:	Normally 37.5 hours per week. The appointee will be expected to work flexibly to meet the requirements of the post.

Responsibilities to include:

1. Providing Support across a range of courses
2. Student/trainee safety/Health & Safety at Work
3. Student recruitment/Careers Events/Liaison
4. Information, advice and guidance
5. Safeguarding

Detailed Tasks

1. **Supporting across a range of courses including short courses**
 - 1.1 Promote inclusive learning and group participation to encourage learner involvement in the negotiation of learning outcomes, ensuring that all learners learn in a safe environment free from oppression and discrimination.
 - 1.2 Provide regular detailed feedback to learners and their employers regarding progression and achievement and develop strategies with learners to improve retention, achievement and agree targets with the manager.
 - 1.3 Provide support and guidance to promote timely completion of NPL in the capacity of Clinical Tutor.
 - 1.4 Monitor learner attendance/punctuality and act in accordance with Academic Quality Handbook when necessary and apply attendance tracking procedures to effectively record and follow up student absence through the use of the College's electronic register system.

- 1.5 Completion of academic registers.
- 1.6 Undertake the administrative duties required to evidence teaching and learning as outlined in the Academic Quality Handbook. Implement evaluations and review of provision in accordance with Academic Quality Handbook and review academic data and important development strategies in accordance with Academic Quality Handbook.
- 1.7 To work as a member of the cross-college Student Tutor team and be responsible for a specific caseload of students.
- 1.8 To proactively enhance student retention, achievement and progression by monitoring and implementing Individual Learning Plans (ILPs). This will include:
- identifying learning needs
 - identifying learning strategies to improve student achievement
 - monitoring student progress through liaison with subject lecturers and other staff as appropriate
- 1.9 To organise and deliver the learner review schedule for the designated student caseload. This will include study skills, careers education, behavioural skills, citizenship, revision skills, online learning and other activities designed to promote successful learning.
- 1.10 To liaise closely with the other coordinators responsible for learner support to ensure students receive the services that meet individual needs.
- 1.11 To be a course team member on academic programmes.
- 1.12 To contribute to student disciplinary and academic appeals procedure.
- 1.13 To liaise with the programme team bringing to their attention issues affecting learner performance.
- 1.14 To support and contribute to the learner Engagement strategy e.g. Student Course Representatives.
- 1.15 To lead on the development of the College's enrichment programme.
- 1.16 To participate in College liaison with external organisations and ensure the effective delivery of any support services provided by these organisations.
- 1.17 To support student services team in the interviewing and advice process and participate in the full and part time student induction programmes.
- 1.18 To assist with Information and Advice events.
- 1.19 To uphold and promote College Policies and Procedures relating to Equality, Diversity and Inclusion.
- 1.20 Participate actively in the College's performance review and appraisal processes and undertake appropriate continuing professional development including management training.
- 1.21 Work in a flexible, proactive manner to meet the changing requirements of further education and undertake such other duties, commensurate with the post, as may be required by manager.

- 1.22 Attend annual student awards ceremony.
- 1.23 Oversee monitoring of student VLE activity and challenge concerns.
- 1.24 Oversee applications for registration.
- 1.25 Support student learning at the College and in the workplace.
- 1.26 Monitor student academic progress.
- 1.27 Ensure that Fitness to Practice Policy is adhered to.
- 1.28 Conduct learner reviews in line with funding contract expectations to monitor progression, provide support & guidance. Report unusual findings or concerns to the Senior Course Tutor and others as appropriate.
- 1.29 Attend team meetings (every 4 – 6 weeks) to discuss learner progression and Attend Academic Meetings at request of line manager.

2. Student/Trainee Safety/H&S at Work

- 2.1 To comply with the Health & Safety at Work Act.
- 2.2 To comply with The College of Animal Welfare Health & Safety Regulations.
- 2.3 To ensure that student safety is considered at all times.
- 2.4 To participate in maintaining awareness of Health & Safety at the College and in the workplace.
- 2.5 Draw to the attention of the line manager any issues of Health & Safety and to comply with the Health & Safety procedures required.

3. Student Recruitment/Careers Events/Liaison

- 3.1 To promote all courses and assessment opportunities to employers and learners.
- 3.2 To participate in the marketing of all course provision at career conventions, open days, exhibitions and veterinary conferences.
- 3.3 To maintain and enhance existing links with the College of Animal Welfare.
- 3.4 To foster and develop collaborative links with other relative associations.
- 3.5 To foster and develop links with employers and other stakeholders.

4. Information, Advice and Guidance

- 4.1 Committed to actively promoting high quality information, advice and guidance to both internal and external enquiries.
- 4.2 Provide all learners and potential learners with accurate and up to date information and advice that enables them to make informed choices about lifelong learning and work.
- 4.3 Be impartial and signpost people to the most relevant and appropriate source of information, advice or guidance.
- 4.4 Listen to what clients of our service say about our provision. Provide feedback in order to continually improve our delivery.

5. Safeguarding

- 5.1 Ensure you know the name of the designated person and their role.
- 5.2 Know how to pass on and record concerns about a child or young person.
- 5.3 Understand individual responsibility for referring child protection concerns using the proper channels and within the agreed timescales.
- 5.4 Attend Induction training for Child Protection and attend a refresher on a three yearly basis so that you know – your responsibilities, the local procedures, the need to be vigilant in identifying cases of abuse and how to provide support and respond to a student who tells of abuse.
- 5.5 Ensure concerns about poor or unsafe practice in regard to students are raised in a timely manner.
- 5.6 Be clear with students that you cannot promise to keep secrets.
- 5.7 Ensure that the five Every Child Matters outcomes – being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing are met.
- 5.8 Promote health in areas such as:
 - Smoking
 - Drug and alcohol use
 - Disease prevention and control
- 5.9 Review policy and procedures on an annual basis.

6. Health and Safety

- 6.1 To comply with the Health & Safety at Work Act.
- 6.2 To comply with The College of Animal Welfare Health & Safety regulations.
- 6.3 To ensure that learners' safety is considered at all times.

7. Equal Opportunities

- 7.1 To assist with the implementation of the College's Equal Opportunities Policy throughout the Organisation.

The College of Animal Welfare undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. The College is committed to equal opportunities. Appointments are open to members of the community on an equal basis.

You are liable to undertake such duties as may be reasonably required commensurate with your role.

Attributes	Essential	Desirable	How Identified
Education Level/ Qualification	<ul style="list-style-type: none"> • Appropriate Degree /professional qualification e.g. Business Management/ Finance/ Veterinary Science/Veterinary Nursing • Good Educational Knowledge • Willing to undertake essential CPD 	<ul style="list-style-type: none"> • Assessor and Verifier Awards. • Recognised teaching qualification. • L3 qualification in coaching. • Level 3 qualification in ICT e.g. Key Skills or Functional Skills. • L3 Customer service award. • Teaching Qualification (Level 4) 	<ul style="list-style-type: none"> • Sight of qualifications documents • Application form
Experience	<ul style="list-style-type: none"> • Education • Up to date knowledge within the subject areas. • Programme management • Understanding of awarding bodies inspection requirements • Understanding of quality improvement strategies • Staff management • Marketing and liaison with external stakeholders 	<ul style="list-style-type: none"> • Experience in teaching role. • Understanding of assessment and requirements for the courses in the learning schools, especially where this is externally accredited. • Awareness of learning and how learners might be motivated. 	<ul style="list-style-type: none"> • Application form • References
Knowledge and Ability	<ul style="list-style-type: none"> • To meet people with ease and motivate them to seek opportunities and achieve high standards. • Provide optimum levels of leadership, if required, encouragement, training and support in order to help others achieve their results. 	<ul style="list-style-type: none"> • Generally motivate people to give their best results, praising them when things go well and appraising them of improvements which can and should be made. • Create a network of contacts across various disciplines that provide advice on what resources are available both within or outside 	<ul style="list-style-type: none"> • Application form • References • Interview

Attributes	Essential	Desirable	How Identified
	<ul style="list-style-type: none"> • Generate and provide specialist and/or administrative services which benefit the organisation and lead to a high level of both internal and external customer satisfaction. • Develop competences and expertise in both self and others. Committed to equality and diversity 	the organisation.	
Attitude/Disposition	<ul style="list-style-type: none"> • Self-motivated to work with young people. • Possess patience and persistence. • Willing to positively promote the college at every opportunity. • The determination to set challenging targets with the expectation of high standards 	<ul style="list-style-type: none"> • Self-confident and persuasive communicator. • Appropriate attitude to the use of authority and maintaining discipline through an even temperament and amiable disposition 	<ul style="list-style-type: none"> • References • Interview

Competencies

- Attend all team meetings
- Participate in the recruitment, training and assessment of all students
- Respond to emails, evaluations, requests for information and SAR requests within 3 working days.

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