

JOB DESCRIPTION

Title: Head of Distance Learning

Responsible to: Vice Principal Academic (Non-Veterinary Studies)

Location: Distance Learning School (Home Working)

Responsible for: The Provision of Distance Learning

Main responsibilities to include:

- Head of Distance Learning
- Internal Verification
- Support own caseloads of learners
- Line Management of Distance Learning Tutor (DLT) team
- Development of new Distance Learning Programmes
- Awarding body and client relationship co-ordinator
- Information, Advice & Guidance

Other Responsibilities to include:

- Marketing
- Health & Safety
- Equal Opportunity
- Quality Assurance
- Financial
- Implement the Strategic Plan

Detailed Tasks:

- 1. Head of Distance Learning**
 - 1.1 Maintain standards of provision for all distance learning courses in line with College benchmarks
 - 1.2 Ensure awarding body requirements are met in full consistently
 - 1.3 Approve candidate enrolments
 - 1.4 Maintain records of training and quality assurance
 - 1.5 Prepare regular reports for Senior Management Team (SMT)
 - 1.6 Oversee External Quality Assurance (EQA) visits and liaise with External Quality Assurer
 - 1.7 Approve claims for certification
 - 1.8 Oversee the appeals system for Distance Learning provision
 - 1.9 Evaluate service levels for all Distance Learning programmes

- 1.10 Attend Awarding Body meetings
- 1.11 Monitor and take action on retention and achievement
- 1.12 Monitor student progress
- 1.13 Attend Awarding Body meetings
- 1.14 Chair Distance Learning Tutor and Internal Quality Assurance (IQA) Team meetings and oversee Distance Learning Tutor training
- 1.15 Oversee Audit of student records and Customer Service via annual student and client survey
- 1.16 Review and evaluate systems and procedures
- 1.17 Manage Helpdesk
- 1.18 Completing IQA visits
- 1.19 Comply with CAW complaints procedures
- 1.20 Providing appropriate and effective information, Advice and Guidance

2. Internal Verification

- 2.1 Organise and participate in training and retraining of Mentors, Distance Learning Tutors, College Lecturers, IQAs and self as required by Awarding Body and recommend CPD as required
- 2.2 Agree and implement IQA strategy
- 2.3 Ensure that all systems and other procedures required for assessment and verification are available and in a safe condition
- 2.4 Maintain student records of assessment and progress and maintained in accordance with awarding body and organisational requirements
- 2.5 Hold or obtain the TDLB Internal Verifier award to assess the Awarding Body competencies
- 2.6 Judge evidence of competence based on the applicable Standards
- 2.7 Ensure the maintenance of quality assessment
- 2.8 Attend meetings as may be determined by the Awarding body and the College of Animal Welfare
- 2.9 Organise meetings as required
- 2.10 Sample assessment activities at least four times per year, to monitor consistency of assessment decision and quality assurance of team members through a process of cross verification
- 2.11 Oversee standardisation training activities for Standardisation Events
- 2.12 IQA training updates
- 2.13 Liaise with Vice Principal Student Services to implement the requirements of the assessment process

3. Manage DLT Team

- 3.1 Maintain regular communication with Distance Learning Tutors and IQAs
- 3.2 Appraise team members 6 monthly
- 3.3 Review department learning and development needs twice yearly or more frequently as need arises
- 3.4 Cross-verification of team's work
- 3.5 Setting performance targets, review regularly and to develop team members to enhance performance
- 3.6 Maintain own professional competence
- 3.7 Induction and coaching of Distance Learning Tutor team members

- 3.8 Manage the Distance Learning Tutor team effectively and efficiently including programme delivery, learner progress, systems, staff performance and maintaining staff competence
- 3.9 Manage the Distance Learning Tutor Internal Verification team effectively and efficiently in order to meet College of Animal Welfare service levels for portfolio, internal quality assurance, practice visits and all Awarding Body requirements
- 3.10 To carry out other duties as appropriate to The College of Animal Welfare Ltd and CAW publishing Ltd, CAW Recruitment Ltd, Veterinary Adventures Ltd and Vetskill Ltd requirements and as requested by the Strategic Development Director or Principal
- 3.11 Create a vision for the team which fits with the vision of the College
- 3.12 Set challenging and realistic goals for self

- 4. Development of New Distance Learning Programmes**
 - 4.1 Assist in design and develop content and material for a variety of training and learning methods for example Distance Learning, bespoke and internal training
 - 4.2 Contribute towards the development of qualifications

- 5. Marketing**
 - 5.1 To promote all course and assessment opportunities to employers and other groups
 - 5.2 To actively participate in the marketing of all course provision at careers conventions, open days and exhibitions
 - 5.3 Identify and recommend potential new areas of provision

- 6. Information, Advice & Guidance**
 - 6.1 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
 - 6.2 Be impartial and signpost people to the most relevant and appropriate source of information, advice or guidance
 - 6.3 Actively promote high quality information, advice and guidance
 - 6.4 Listen to what clients of our service say about our provision and continually improve our delivery

- 7. Health & Safety**
 - 7.1 To comply with the Health & Safety at Work Act
 - 7.2 To comply with The College of Animal Welfare Health & Safety regulations
 - 7.3 To ensure that students' safety is considered at all times
 - 7.4 To take responsibility for maintaining awareness of Health & Safety Committee at the College, via the Committee, minutes and staff notice-board

- 8. Equal Opportunities**
 - 8.1 To comply with the Disability Discrimination Act
 - 8.2 To comply with the College of Animal Welfare Equal Opportunities Policy
 - 8.3 To ensure that Equal Opportunities are considered in all activities across the College
 - 8.4 To maintain communication of Equal Opportunities across centres

9. Quality Assurance

- 9.1 Contribute towards and assist in the implementation of the self-assessment process, the production of reports and action plans relevant to college needs and to external requirements
- 9.2 Receive, securely hold and effectively communicate external reports and follow up any action required
- 9.3 Assist in the development of College quality assurance strategy and policies
- 9.4 To issue, receive and update future relevant action plans for those associated with future development plans, strategic plans and business plans

10. Financial

- 10.1 Agree annual budget for the Distance Learning School
- 10.2 Manage expenditure and activities against agreed budgets
- 10.3 Secure financial resources for Distance Learning School activities
- 10.4 Manage the allocation of financial resources to the Distance Learning Tutors and Distance Learning Tutor IQAs
- 10.5 Present proposals for non-budgeted expenditure

11. Awarding body and client relationship manager

- 11.1 Liaise with Awarding Body staff to achieve beneficial outcomes for the CAW
- 11.2 Liaise with key client representatives to promote the activities of CAW and to deliver high quality service of course provision

12. Implementing Strategic Plan

- 12.1 Understand, communicate and implement the Strategic Plan
- 12.2 Measure departmental performance against the Strategic Plan
- 12.3 Comply with all CAW and Statutory Policies

Attributes	Essential	Desirable	How Identified
Education Level/ Qualification	<ul style="list-style-type: none"> Professional qualification.e.g /Veterinary Science/Veterinary Nursing Assessor and Verifier Awards Recognised teaching qualification Good Educational Knowledge Willing to undertake essential CPD Good communication skills Achieve Functional Skills level 2 in English and maths within 6 months of commencing employment with the College 	<ul style="list-style-type: none"> L3 qualification in coaching Level 3 qualification in ICT e.g. Key Skills or Functional Skills L3 Customer service award 	<ul style="list-style-type: none"> Sight of qualifications documents Application form
Experience	<ul style="list-style-type: none"> Education Experience in teaching role Up to date knowledge within the subject areas Understanding of awarding bodies inspection requirements Understanding of quality improvement strategies Marketing and liaison with external stakeholders 	<ul style="list-style-type: none"> 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"> Recruitment, selection and retention Provide optimum levels of encouragement, training and support in order to help others achieve their results Generate and provide specialist and/or administrative services which benefit the organisation & 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 Project Planning Skills Understand and deliver effective resource management 	<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 the organisation 	<ul style="list-style-type: none"> Application form References Interview

	<ul style="list-style-type: none"> • Develop effective working relationships • Provide quality monitoring and evaluation • Actively participate in Strategic Planning • Resource management • Total Quality management 		
Attitude/Disposition	<ul style="list-style-type: none"> • Self-motivated to work with learners of a variety of ages and experience levels • Willing to positively promote the college at every opportunity • Committed to actively promoting high quality information, advice and guidance to both internal and external enquiries • 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

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

Equal Opportunities

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.