

JOB DESCRIPTION

Title:	Practice Support Officer
Department:	Veterinary Nursing Internal Quality Assurance
Responsible to:	Lead IQA Veterinary Nursing
Location:	Home-based

Note: driving to Training Practice placements is a key requirement of the role

Main responsibilities to include:

1. Conduct workplace visits
2. Provision of high quality learner support
3. Provision of high quality Clinical Coach support
4. Internal Quality Assurance of workplace evidence e.g. NPL/CSP
5. Promote Safeguarding
6. Promote high standards of health & safety
7. Provision of high quality Information, Advice & Guidance (IAG)
8. Promotion of Equal Opportunities

Detailed Tasks:

1. Conduct workplace visits

- 1.1 Conduct practice visits in line with IQA Procedures Handbook to include:
 - Initial Approval
 - Annual Audits
 - 5 year re-approval
 - Provision of student support
 - EQA/external inspection visits
- 1.2 Conduct HE/FE placement visits in line with relevant placement guidance
- 1.3 Collect evidence as requested for IQA audits e.g. case audits, tutorial records
- 1.4 Foster and develop links with employers/practice placements and clinical coaches
- 1.5 Provide updates to Lead IQA and Head of Veterinary Studies on learner progress
- 1.6 Attend monthly team meetings (IQA)
- 1.7 Liaise with TP administrators and placement liaison officers regarding visits required

1.8 Input to the Centre Self-Assessment Report (SAR) and Quality Improvement Plan (QIP)

2. Provide high quality learner Support

2.1 Provide high quality support and guidance to promote timely completion of NPL/CSP

2.2 Review support and practical off-the-job training with employer, clinical coach and student

2.3 Ensure that the agreed placement induction has been provided by the placement for all non-employed / placement students

2.4 Carry out learner progress reviews in the workplace in accordance with college procedures to include development of English and maths skills and employability skills

2.5 Review Health & Safety in the workplace

2.6 Ensure that the published Fitness to Practise Code is adhered to

2.7 Provide assignment support /guidance/signposting

3. Clinical Coach and Tutor Support

3.1 Provide high quality support and guidance to clinical coaches to promote student support and timely completion of the NPL/CSP and other placement activities

3.2 Monitor, track and communicate information regarding:

- Professional Behaviour Evaluation/Professional Conduct Assessment (PCA)
- Placement/Practical Training hours (RTL Part A)
- Reflective log (RTL Part B)

3.3 Provide support and guidance on clinical coach training and standardisation

4. Internal Quality Assurance of workplace evidence

4.1 Monitor NPL progress and liaise with employer/clinical coach and progression coach/clinical tutor as appropriate

4.2 Conduct internal quality assurance audits in line with sampling strategy and agreed sampling plan to include interim and final audits.

4.3 Maintain accurate IQA records including sampling plans, moderation reports

4.4 Receive and effectively communicate feedback from external inspections and follow up action as required

5. Safeguarding and learner welfare

5.1 Maintain current awareness of the designated safeguarding personnel and their role

5.2 Know how to refer and record concerns about a learner welfare

5.3 Understand individual responsibility for referring safeguarding concerns using the proper channels and within the agreed timescales

5.4 Attend safeguarding training as part of induction and attend refresher training on a three yearly basis to maintain current knowledge

- 5.5 Ensure concerns about poor or unsafe practice with regard to learners is raised in a timely and appropriate manner
- 5.6 Ensure that learners are made aware that you have a duty to take appropriate action regarding any information shared
- 5.7 Promote importance of good health and keeping fit
- 5.8 Keep own knowledge current through annual review of policy and procedures

6. Promote high standards of health and safety

- 6.1 Ensure that learner safety is considered at all times
- 6.2 Provide guidance to comply with the Health & Safety at Work Act
- 6.3 Comply with the College of Animal Welfare Health & Safety policy
- 6.4 Complete health and safety audits at every visit

7. Provision of high quality Information, Advice & Guidance (IAG)


- 7.1 Provide learners and potential learners with accurate and up to date information, Advice and guidance that enables them to make informed choices about lifelong learning and career opportunities
- 7.2 Be impartial and signpost learners and those supporting learning to the most relevant and appropriate source of information, advice or guidance
- 7.3 Listen to what clients say about our service and provision in order to continually improve
- 7.4 Actively explore next steps and promote progression routes e.g. higher education and other qualifications
- 7.5 Actively promote careers events, open days and exhibitions

8. Promotion of equal opportunities

- 8.1 Actively embrace and promote the College's Equal Opportunities Policy throughout every aspect of the learner journey
- 8.2 Embed and promote equality, diversity and inclusivity in all areas of college activity

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"> • MRCVS/Registered Veterinary Nurse • Level 2 or equivalent in maths and English 	<ul style="list-style-type: none"> • Customer service award • Assessor/Quality Assurance Award • L3 qualification in coaching/mentoring • Currently working at level 2 in maths and English 	<p>Sight of qualifications documents</p> <p>Application form</p>
Experience	<ul style="list-style-type: none"> • Assessor or Coaching experience 		<p>Application form</p> <p>References</p>
Knowledge and Ability	<ul style="list-style-type: none"> • Excellent organisational skills • Current knowledge within the curriculum/subject area • Confident with use of ICT • Excellent communication skills including provision of clear and constructive feedback to promote improvement • Excellent time management skills • Ability to promote an inclusive learning environment and challenge discrimination and oppression • Ability to promote good progress through effective planning, monitoring and reviewing 	<ul style="list-style-type: none"> • Willingness to undertake further CPD relevant to requirements of Job role • Willingness to attend Clinical Coach training & standardisation 	<p>Application form</p> <p>References</p> <p>Interview</p>
Attitude/ Disposition 	<ul style="list-style-type: none"> • Ability to use self-evaluation and reflection as a tool for improvement • Commitment to self-development to meet professional registration and specific requirements of the IQA 		<ul style="list-style-type: none"> • References • Interview

Expectations:

- Respond to emails, requests for information within 3 working days
- Process IQA documentation within 3 days
- Achieve TAQA L3 Assessor Qualification within 12 months of starting in post
- DBS – all staff are required to complete a Criminal Records Bureau application in line with College procedures