

# NORTHERN Regional College

## Appointment of Training Support Officer (2625)

Ballymena  
Guide for Applicants



ballymena ballymoney coleraine larne magherafelt newtownabbey

## Foreword

Dear Candidate,

Thank you for your interest in working with Northern Regional College.

This is an unprecedented time of development and change in the history of the College, presenting exceptional opportunities to contribute to its future success. We recognise that our employees are crucial to our success as the College is committed to improving the quality of our curriculum, learning environment, and business processes.

This Guide for Applicants contains the information required to help you complete your application. Please read all of the contents thoroughly so that you are fully aware of the requirements of the Post, and the College policies and protocols relation to Recruitment and Selection, Equality, Vetting, and Appointment.

Further information about the College can be found on our website: [www.nrc.ac.uk](http://www.nrc.ac.uk)

Yours sincerely,

Signature

A handwritten signature in black ink, appearing to read 'Terri Scott', with a stylized flourish at the end.

Terri Scott  
Principal and Chief Executive

## 1. Northern Regional College Profile

Northern Regional College was established in 2007 following the merger of the Causeway, East Antrim and North East Institutes of Further and Higher Education. We are the main provider of Further Education across four of new council areas, serving 25% of Northern Ireland's population. The College employs over 800 staff and had more than 20,000 enrolments during 2017-18 in over 1800 further education and higher education programmes and training contracts. The full-time provision is delivered at our main campuses in Ballymena, Ballymoney, Coleraine, Magherafelt and Newtownabbey with part-time and community based provision offered at more than 30 other locations.

Further information on the College may be found at: [www.nrc.ac.uk](http://www.nrc.ac.uk)

## 2. Vision, Mission, and Values

Our agreed Vision, Mission and Values are set out below:

### Vision

*“NRC will be an outstanding provider of training and further and higher education, focused on the needs of the modern economy.”*

### Mission

*“NRC will provide learners with a life-changing, supportive and innovative experience, which will equip them with the skills to compete successfully in the global employment market and meet the needs of local industry and employers.”*

### Values

<b>Student Focused</b>	Putting the student first in all we do.
<b>Innovation</b>	Challenging ourselves to be innovative and drive continuous improvement.
<b>Collaboration</b>	Engaging proactively with internal and external partners to achieve joint goals.
<b>Inclusiveness</b>	Promoting equality, diversity, transparency and opportunity.
<b>Sustainability</b>	Focusing on the long-term future of our College.
<b>Development</b>	Committing to ongoing development of our staff.

### 3. Job Description

**Role:** Training Support Officer

**Reporting to:** TSO Team Leader

**Job purpose:** To support trainees/apprentices on DfE funded training programmes and to provide a quality monitoring support service for the efficient and effective delivery of those programmes. Each Training Support Officer will be allocated a cohort of 110 – 140 trainees/ apprentices.

**Number and Location:** While each post will have a base campus each post holder will service trainees/apprentices in the wider campus grouping and from a variety of vocational areas as determined by the needs of the organisation. The base campus will be linked to the location of the Work Based Learning Administration Offices across NRC. These offices are based in Ballymena, and Newtownabbey.

#### Main Duties and Responsibilities

- Monitor trainees/apprentices attendance and progress in line with internal NRC procedures and DfE training guidelines.
- Source appropriate work placements.
- Liaise with trainee/apprentice, employers, curriculum teams and Quality Improvement team to ensure quality of provision.
- Contribute to trainee/apprentice support issues, including PTPs as required.
- Achieve NRC targets for trainee/apprentice monitoring visits and work placements.

#### Operational

- Ensure that all employers who have apprentices and/or offer work placements to trainees understand the role they and their company play.
- Source and organise, on an on-going basis, appropriate work placements for designated cohort of trainees/apprentices.
- Complete and maintain all documentation relating to work placements/apprenticeships in accordance with DfE and NRC guidelines.
- Ensure that the workplace meets general Health & Safety requirements and bring any issues that require attention to the Training Support Officer Team Leader.

- Ensure that the employer has current Public and Employer Liability Insurance for the duration of the trainee/apprentice period in training and that a copy of insurance is held on file in the Work based Learning Administration Office.
- Ensure that all accidents are reported and recorded according to NRC procedures and Health and Safety Executive procedures within the required timescale.
- Monitor, for designated cohort of trainees/apprentices, attendance and progress in line with agreed targets, using agreed documentation, as designated by the Training Support Officer Team Leader.
- Visit trainees/apprentices to an agreed schedule and complete trainee/apprentices progress reviews within the prescribed timeframe.
- Ensure that non-attendance of trainees/apprentices is identified and appropriate remedial action is implemented.
- Ensure that any lack of progress of trainees/apprentices is identified and appropriate remedial action is implemented.
- Work with relevant curriculum and student support staff to identify trainee/apprentice support needs.
- Participate in recruitment, marketing and induction activities for prospective trainees/ apprentices as required by Training Manager, Training Support Officer Team Leader Marketing Manager and Student Admissions Manager.
- Participate in the completion of trainee/apprentice PTPS and or E-ISLAS and progress reviews for designated cohort of trainees.
- Implement DfE contingency arrangements for those apprentices who lose their jobs in line with agreed DEL and NRC procedures, completing all appropriate documentation.
- Work with student support and relevant pastoral tutor and any other internal teams to initiate any necessary action to ensure the well-being of the trainee/apprentice.
- Work with curriculum teams to ensure all employers are provided with a training plan for their apprentice/trainee.
- Provide employer/work placement provider with regular feedback on trainee/apprentice attendance and progress and to discuss any issues that may arise.

- Provide regular feedback to Curriculum teams, Work Based Learning Manager and TSO Team Leader on trainees'/apprentices' progress.
- Provide on-going induction for trainees/apprentices to ensure awareness of correct procedures and requirements for their specific programme.
- Ensure all information is passed on to the TSO Team Leader, Training Administration Co-ordinator and Work Based Learning Administration Offices as required for the completion of claims and returns to DEL.
- Participate in team meetings as required by Work Based Learning Manager and/or TSO Team Leader.

Duties may change as the College develops, therefore the person appointed will be expected to be flexible in relation to duties performed, subject to consultation.

Location may be changed subject to the requirements of the College.

All staff have an obligation to comply with the statutory duties relating to  
Section 75 of the Northern Ireland Act 1998  
and will be required to contribute to the implementation of  
the College's Equality Scheme drawn up in accordance with this legislation.

#### **4. Person Specification**

Applicants must meet the following eligibility criteria and desirable criteria by the closing date for applications but are only required to demonstrate how they meet the eligibility criteria on the application form.

##### **Eligibility Criteria**

- Applicants must have at least 1 years' experience within the last 10 years of working to support trainees/ apprentices on DfE funded training programmes within a Training Organisation.
- Applicants must have a Level 4 qualification OR at least two years' experience in a similar role additional to that experience gained in criterion above.
- Valid driving licence and access to a car or suitable transport for business purposes to effectively perform the duties of this post.

## **Essential Criteria**

- The ability to communicate confidently, clearly and concisely, both orally and in writing, with a wide variety of internal and external stakeholders;
- Clear understanding of the administrative and monitoring processes associated with DfE training contracts and ability to carry these out in accordance with DfE & NRC guidelines and deadlines.
- The ability to effectively plan, prioritise and manage own workload making the best use of time and resources; maintain a focus on detail and accuracy and produce work of a high quality;
- Ensure all administration is carried out effectively and efficiently.
- A high level of competence in the use of IT packages, in particular the MS Office Suite;
- The ability to work as part of a team and also to work on own initiative, taking personal responsibility for work;

## **5. Terms of Appointment**

- This is a temporary post until 30 June 2019.
- The salary scale for this post is £18,070 - £22,658.
- The successful applicant will normally be placed at the bottom point of the salary scale on appointment.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post.
- The College reserves the right to change the designated base to meet with operational needs in the future.



## 6. Recruitment and Selection Process

### How to apply

To apply, please email completed application forms to [jobs@nrc.ac.uk](mailto:jobs@nrc.ac.uk)

The closing date for applications is **17 July 2018 at 1.00pm**. Please note the onus is on the applicant to ensure applications are received by HR by the specified date and time.

Application is by completion of application form - **CVs will not be accepted**.

Applicants with a disability who require assistance will be facilitated upon request. Applicants who wish to receive an information pack in accessible formats are requested to advise Human Resources of their requirements as promptly as possible, allowing for the fact that the closing date for receipt remains the same for all applicants as noted above.

### Equal Opportunities Monitoring

The Northern Regional College monitors applications for employment in terms of community background, sex, marital status, political opinion, racial group, disability, sexual orientation and family status.

You should note that this information is regarded as part of your application and failure to complete fully and return this part of your application may result in disqualification. The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

### Application Form

Applicants must clearly and fully demonstrate on their application form how they meet the essential and desirable criteria. The Northern Regional College may decide to interview only those applicants who appear, from the information they have provided on their application form, to be most suitable in terms of relevant experience and ability. It is essential therefore, that applicants fully describe on the application form how they meet each of the criteria for the role.

In the event of an excessive number of applicants the College reserves the right to move to desirable criteria.

### Shortlist

After the closing date, the first stage in the selection process will be to conduct a shortlisting exercise. Applicants who have not fully demonstrated on their application form how they meet each of the criteria will not be progressed to the next stage of the process.

The Northern Regional College will shortlist solely on the information provided by the applicant on the application form. Members of the shortlisting panel will not make assumptions or take into consideration information known to them personally about any applicant.

### **Selection and Interview**

Following the shortlisting exercise, a selection panel will form the next stage of the selection process. This will consist of a competency based against the essential criteria for the role. It is intended that the interviews will take place during July 2018.

Interviews will not be rescheduled to accommodate applicants who are unable to attend on the agreed date due to reasons such as holidays, as selection processes are normally completed on the day of interview.

If an applicant fails to present himself or herself for interview, it will be deemed that they have withdrawn from the selection process.

Applicants will be asked at interview to sign application forms which have been submitted via email.

Applicants attending interview are required to bring with them photographic identification. After the selection process, this documentation will only be retained for the successful applicant.

### **Notification of Successful Applicants**

Selection panels **recommend** applicants for appointment. Applicants are advised that a **recommendation for appointment** is not an offer of employment and it must not be treated as such.

### **Offer of Employment: Appointment Verification**

An applicant is deemed to have been offered the post only upon receipt of a formal written offer of employment from Human Resources Department, Northern Regional College.

A **formal written offer of employment** from the College, confirming a start date, will only be issued once the following have been received:

- The successful applicant's formal acceptance of the selection panel recommendation for appointment
- A satisfactory outcome to all elements of the College's vetting process, including Access NI Enhanced Disclosure Certificate.

Please note that successful candidates are required to pay the administration fee for the completion of the Access NI Enhanced Disclosure Certificate (which is currently £33).

The College vetting policy may be found on our website at [www.nrc.ac.uk](http://www.nrc.ac.uk)

Further information on Enhanced Disclosure Certificates may be found at:  
<http://www.nidirect.gov.uk>

### **Keeping of Records**

All applicant records are kept in accordance with the Data Protection Act. Records are kept to fulfil our statutory obligation to submit an annual monitoring review under fair employment legislation.

Equality monitoring forms are separated from the application form, and retained on file for one year. The equality monitoring form does not hold information that could reveal identity. All other documents relating to applicants who were not appointed are destroyed securely.

Should you be appointed to this post, your applicant records (with the exception of the equality monitoring form) will be transferred to your Employee Personnel file.

### **Equality and Diversity**

The College is designated as a public authority for the purposes of the Northern Ireland Act. This Act makes it incumbent upon us as an organisation to comply with the Act and in particular with section 75 of the Act.

Section 75(1) of the Northern Ireland Act (1998) states that it is now the statutory duty of public authorities to have:

*'due regard to the need to promote equality of opportunity between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation, between men and women generally, and between persons with dependants and persons without.'*

As part of our commitment to section 75 the Northern Regional College promotes equality of opportunity in all of its activities. All staff are required to comply with the principles of the Equality Scheme and provide a supportive, fair, inclusive and welcoming environment free from any form of discrimination or harassment.

As part of our duty under section 75, all staff will receive awareness training on section 75 and follow-up training. As part of its implementation of this statutory duty, the College deems it mandatory for all College staff to participate in the awareness training and in subsequent training sessions.

### **Further Information**

Should you have any further queries about this selection process, please contact Claire Gardner on 02825 664231.

## **7. Privacy Notice - General Data Protection Regulation**

Northern Regional College (NRC) is committed to ensuring we comply with the Data Protection legislation (as supplemented and amended from time to time).

NRC is a “data controller” for the purposes of Data Protection legislation. This means that we are responsible for deciding how we hold and use personal information about you. This privacy notice explains how we hold and use any personal information we collect about you before, during and after your working relationship with us.

### **What personal information do we collect?**

We may collect, store, and use the following categories of personal information:

- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process and any information provided during the selection process).
- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Marital status and dependants.
- Next of kin and emergency contact information.
- National Insurance number.
- Bank account details, Payroll records and tax status information.
- Salary, annual leave, pension and benefits information (including details about your pension beneficiaries).
- Start date.
- Location of employment or workplace.
- Identification Documentation (copy passport / driving licence etc.)
- Employment records (including job titles, work history, working hours, training & educational records and professional memberships).
- Safety and Accident records
- Compensation history.
- Performance information.
- Disciplinary and grievance information.
- CCTV footage and other information obtained through electronic means such as swipe card records.
- Information about your use of our information and communications systems.
- Photographs.

- Vehicle Registration details
- Working hours through manual and electronic timesheets
- Career break information

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about race or ethnicity, religious beliefs, sexual orientation and political opinions (in accordance with our Section 75 legal obligations)
- Trade union membership.
- Information about health, including any medical condition, health and sickness records.
- Information about criminal convictions and offences.

### **How do we collect personal information?**

We collect personal information about candidates, employees, workers and contractors through the application and recruitment process, either directly from you or sometimes from former employers, an employment agency or background check provider.

We will also collect additional personal information in the course of job-related activities throughout the period of you working for us.

### **The purpose of our processing of personal information**

We will need all the categories of information in the list above primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests.

The situations in which we will process your personal information are:

- Making a decision about your recruitment or appointment.
- Determining the terms on which you work for us.
- Checking you are legally entitled to work in the UK.
- Paying you and, if you are an employee, deducting tax and National Insurance contributions.
- Liaising with your pension provider.
- Administering the contract we have entered into with you.
- Business management and planning, including accounting and auditing.
- Conducting performance reviews, managing performance and determining performance requirements.
- Making decisions about salary reviews and compensation.
- Assessing qualifications for a particular job or task, including decisions about promotions.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about your continued employment or engagement.

- Making arrangements for the termination of our working relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work.
- Ascertaining your fitness to work.
- Managing sickness absence.
- Managing employee relations issues
- Complying with health and safety, legal and Campus Operations obligations.
- To prevent fraud.
- To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- Equal opportunities monitoring.
- To conduct data analytics studies on employee retention, sickness absence, pay rates etc.
- Ensuring compliance with flexi and working hours schemes

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

### **Processing Sensitive Information**

We will use your particularly sensitive personal information in the following ways:

- We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.
- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- We will use trade membership information to pay trade union premiums, register the status of a protected employee and to comply with employment law obligations.

## **Do we need your consent?**

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for

your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

## **Information about Criminal Convictions**

Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use the information to make decisions about your engagement or continued employment in line with our Recruitment and Employment of Ex-Offenders and use of Disclosure Information Policy and Safeguarding Policy.

## **Data Sharing**

We will share personal information with third parties where required to do so by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

The following third-party service providers may process personal information about you:

- Legal Representatives
- Trade Unions
- Labour Relations

We require third party service providers to respect the security of your data and to treat it in accordance with the law.

We may share your personal information with other third parties, for example during to restructuring of the business, with our legal representatives, our sponsoring government department, governmental regulators (HMRC etc) or to comply with the law.

## **Transfer outside of the EU**

We do not currently transfer personal information outside the EU. However, if this changes, you can expect the information to be held and used in a way that is consistent with and which respects the EU and UK laws on data protection.

## Data Security

We have put in place measures to protect the security of your personal information. Details of these measures can be found Data Protection Policy, Acceptable Use Policy, ICT Systems and Services SOP etc.

## Data Retention

We will only retain personal data for as long as necessary to fulfil the purpose we collected it for, for the purpose of satisfying any legal, accounting or reporting requirements.

Details of retention periods for different aspects of your personal information are available in our Retention policy which is available on the Intranet

## Data Subject Rights

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information
- **Request correction** of your personal information.
- **Request erasure** of your personal information.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about their particular situation which makes them want to object to processing on this ground.
- **Object to processing** of your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information.
- **Request the transfer** of your personal information to another party.
- **Right to withdraw consent**

These rights are not absolute. Further information on data subject rights can be found in our Data Protection Policy.

You also have a right to lodge a complaint with the Information Commissioner's Office if you believe we have not handled your personal information in accordance with the Data Protection legislation. In the first instance complaint should be made to the Company.

## Failure to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).



## **Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

## **Automated Decision Making**

We do not use automated decision making to make decision that will have significant impacts on data subjects.

## **Changes to this Privacy Notice**

We reserve the right to update this privacy notice at any time and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of personal information.

## **Contact details**

Northern Regional College's Data Protection Officer is Des Hewitt:

Data Protection Officer  
Northern Regional College  
Farm Lodge Buildings  
Ballymena  
Co Antrim  
[dpo@nrc.ac.uk](mailto:dpo@nrc.ac.uk)