

Education Support Register 2018-19

Guide for Applicants



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

Yours sincerely,

A handwritten signature in black ink that reads "Terri Scott". The signature is written in a cursive style with a large initial 'T' and 'S'.

Terri Scott

Principal and Chief Executive

Contents

Prior to completing the application form we recommend that applicants familiarise themselves with the contents of this information pack. The pack includes:

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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

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

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

3. Role description and Selection criteria.

Applicants must meet the eligibility criteria and essential criteria when submitting an application but are only required to demonstrate how they meet the eligibility criteria on the application form. This is an application to the Education Support Register for 2018-19. Should there be an identified need for a temporary member of Education Support Staff within the area you have applied for, a selection exercise will be undertaken and if you are successful in being shortlisted you will be called for interview.

3.1 Education Support Mentor

Eligibility Criteria:

- GCSE English Language at Grade C or above or Key/Essential Skills Level 2 in Communications.
- GCSE Mathematics and Grade C or above or Key/Essential Skills Level 2 in Numeracy.
- City & Guilds Level 4 Certificate in Further Education Teaching, or equivalent Level 4 qualification or higher.

Essential Criteria:

- Proven record of contributing to the development and implementation of education support strategies, policies and procedures.
- Proven experience in the delivery of a high quality provision of education support.
- Proven track record of working as part of, or leading a team.
- Proven ability to use IT.
- Proven ability to build and maintain effective relationships with a range of stakeholders, both internal and external.
- Proven ability to meet deadlines and achieve agreed targets.

Role Description: Education Support Mentor

Responsible to: Education Support Co-ordinator

Salary: Band 5 £12.47 per hour.

Specific duties

- To act as a member of the Student Services Section;
- To promote the vision, mission and core values of the College;
- To assist the Education Support Co-ordinator in the promotion and achievement of high quality Education Support and services;
- To assist the Education Support Co-ordinator to develop, implement and regularly review the appropriate, policies, practices and procedures relating to College Education Support services.

Operational

- To assist the Education Support Co-ordinator in ensuring that the provision for student education support, reflects the priorities set by Government policy and the strategic direction and mission of the College;
- To contribute to a systematic process of review, evaluation and planning of the Education Support provision;
- To be an integral part of the Education Support Unit and ensure work is carried out as effectively and efficiently as possible;
- To ensure that students who have a learning or medical need find the service effective and efficient and is consistent across the College;
- To contribute to the Student Services Quality Improvement Plan and to the College Self Evaluation Review;
- To act as a reader, scribe and note taker;
- To support students with specific learning difficulties, disabilities and medical needs who have additional support requirements, within an inclusive, multisensory learning environment. This may include developing organisational skills, proof-reading, and assignment planning on a 1:1 basis or in a small group setting as required;
- To develop resources which will support an inclusive learning ethos / environment and meet the individual needs of students who have additional learning needs;
- To support students by using appropriate enabling technology;
- To contribute to the standardisation of student education support procedures across campuses which will assist in maximising student retention, satisfaction and achievement;
- To assist in monitoring the quality of student education services across the College and to contribute to improvement strategies;
- To adhere to performance criteria and achieve agreed targets for all areas of Education Support;
- To assist the Education Support Co-ordinator in developing a quality provision for students with additional learning or medical needs;

- To contribute, as part of a team, so that the Education Support Unit responds quickly and effectively to the needs of students with learning difficulties, disabilities or medical need, in an equitable and effective manner;
- To assist in developing policies, procedures and operational management of the Education Support Unit in adherence with best practice models;
- To contribute to an ethos of high quality customer care;
- To act as an advocate for students who may have a learning difficulty, disability or medical need;
- To participate, as required, in staff development training and performance reviews within the Unit;
- To ensure that an appropriate level of service is available and accessible across all campuses, and is maintained throughout the calendar year and College day;
- To undertake duties, as appropriate, in support of the wider Student Services team.

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.

3.2 Education Support Assistant

Eligibility Criteria:

- 6 months experience in providing support for young people or adults with learning difficulties and/or disabilities.
- GCSE English Language and Maths at grade C or above or Essential Skills Level 2 in Communication and Numeracy or equivalent.

Essential Criteria

- Proven experience in the delivery of a high quality provision of education support including care duties.
- Proven track record of working as part of, or leading a team.
- Proven ability to use IT.
- Proven ability to build and maintain effective relationships with a range of stakeholders, both internal and external.
- Proven ability to meet deadlines and achieve agreed targets.

Role description: Education Support Assistant

Responsible to: Education Support Co-ordinator/ Assistant Head of Department

Salary: Band 3 £8.94 per hour

Specific duties

- To act as a member of the Student Services Section/Curriculum Team;
- To promote the vision, mission and core values of the College;
- To assist the Education Support Co-ordinator/Assistant Head of Department in the promotion and achievement of high quality Education Support and services;
- To assist the Education Support Co-ordinator to develop, implement and regularly review the appropriate, policies, practices and procedures relating to Student Education Support services.

Operational

- To assist the Education Support Co-ordinator/Assistant Head of Department in ensuring that the provision for student education support, reflects the priorities set by Government policy and the strategic direction and mission of the College;
- To contribute to a systematic process of review, evaluation and planning of the Education Support provision;
- To be an integral part of the Education Support Unit/Curriculum Team and ensure work is carried out as effectively and efficiently as possible;
- To ensure that students who have a learning difficulty, disability or medical need find the service effective and efficient and is consistent across the College;

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- To contribute to the Student Services Quality Improvement Plan and Self Evaluation Review;
- To provide support to individual learners undertaking programmes in an inclusive form. This support may include note taking and/or examination scribe or reader;
- To assist learners in accessing and/or evacuating all parts of the College buildings and facilities;
- Assisting with first aid procedures when required, and maintain a level of First Aid training;
- If necessary deal with Learners who are feeling unwell and report to the course team as appropriate. Remain with the learners until parents/guardians arrive to collect them or accompany them to hospital if required;
- Supervise learners over breaks and escort them back to classrooms at the appropriate time, if required;
- To provide appropriate classroom support to lecturing staff;
- Provide cover for other support workers in their absence as required by the Education Support Co-ordinator/Assistant Head of Department;
- To contribute to the standardisation of student Education Support procedures across campuses which will assist in maximising student retention, satisfaction and achievement;
- To adhere to performance criteria and achieve agreed targets for all areas of Education Support;
- To contribute to student records when required;
- To contribute, as part of a team, so that the Education Support Unit/Curriculum Team responds quickly and effectively to the needs of students with learning difficulties disabilities or medical needs, in an equitable manner;
- To assist in developing policies, procedures and operational management of the Education Support Unit/Curriculum Team in adherence with best practice models;
- To contribute to an ethos of high quality customer care;
- To act as an advocate for students who may have a learning difficulty, disability or medical condition;
- To participate, as required, in staff development training and performance reviews within the Unit/Team;
- To ensure confidentiality is maintained in accordance with legislation and College policy;
- To ensure that an appropriate level of service is available and accessible across all campuses, and is maintained throughout the calendar year and College day;
- To undertake duties, as appropriate, in support of the wider Student Services / Curriculum teams.

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.

3.3 Education Support Assistant (with care duties)

Eligibility Criteria:

- 6 months experience in providing support for young people or adults with learning difficulties and/or disabilities.
- A vocational qualification in the Caring or Educational field at or above NVQ Level II or equivalent, e.g. NVQ Level 2 in Supporting, Teaching and Learning, NVQ Level 2 in Health and Social Care.
- GCSE English Language and Maths at grade C or above or Essential Skills Level 2 in Communication and Numeracy or equivalent

Essential Criteria

- Proven experience in the delivery of a high quality provision of education support including care duties.
- Proven track record of working as part of, or leading a team.
- Proven ability to use IT.
- Proven ability to build and maintain effective relationships with a range of stakeholders, both internal and external.
- Proven ability to meet deadlines and achieve agreed targets.

Role description: Education Support Assistant (with care duties)

Responsible to: Education Support Co-ordinator/ Assistant Head of Department

Salary: Band 3 £8.94 per hour

Specific duties

- To act as a member of the Student Services Section/Curriculum Team;
- To promote the vision, mission and core values of the College;
- To assist the Education Support Co-ordinator/Assistant Head of Department in the promotion and achievement of high quality Education Support and services;
- To assist the Education Support Co-ordinator to develop, implement and regularly review the appropriate, policies, practices and procedures relating to Student Education Support services.

Operational

- To assist the Education Support Co-ordinator/Assistant Head of Department in ensuring that the provision for student education support, reflects the priorities set by Government policy and the strategic direction and mission of the College;

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- To contribute to a systematic process of review, evaluation and planning of the Education Support provision;
- To be an integral part of the Education Support Unit/Curriculum Team and ensure work is carried out as effectively and efficiently as possible;
- To ensure that students who have a learning difficulty, disability or medical need find the service effective and efficient and is consistent across the College;
- To contribute to the Student Services Quality Improvement Plan and Self Evaluation Review;
- To provide personal care support to the learner should the need arise within the College learning environment;
- To provide support to individual learners undertaking programmes in an inclusive form. This support may include note taking and/or examination scribe or reader;
- To assist learners in accessing and/or evacuating all parts of the College buildings and facilities;
- Assisting with first aid procedures when required, and maintain a level of First Aid training;
- If necessary deal with Learners who are feeling unwell and report to the course team as appropriate. Remain with the learners until parents/guardians arrive to collect them or accompany them to hospital if required;
- Supervise learners over breaks and escort them back to classrooms at the appropriate time, if required;
- To provide appropriate classroom support to lecturing staff;
- Provide cover for other support workers in their absence as required by the Education Support Co-ordinator/Assistant Head of Department;
- To contribute to the standardisation of student Education Support procedures across campuses which will assist in maximising student retention, satisfaction and achievement;
- To adhere to performance criteria and achieve agreed targets for all areas of Education Support;
- To contribute to student records when required;
- To contribute, as part of a team, so that the Education Support Unit/Curriculum Team responds quickly and effectively to the needs of students with learning difficulties disabilities or medical needs, in an equitable manner;
- To assist in developing policies, procedures and operational management of the Education Support Unit/Curriculum Team in adherence with best practice models;
- To contribute to an ethos of high quality customer care;
- To act as an advocate for students who may have a learning difficulty, disability or medical condition;
- To participate, as required, in staff development training and performance reviews within the Unit/Team;
- To ensure confidentiality is maintained in accordance with legislation and College policy;

- To ensure that an appropriate level of service is available and accessible across all campuses, and is maintained throughout the calendar year and College day;
- To undertake duties, as appropriate, in support of the wider Student Services / Curriculum teams.

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.

3.4 Examinations Invigilator

Eligibility Criteria:

- A minimum of 2 GCSEs, or equivalent, at Grades A-C, including English Language and Maths.
- OR**
- A minimum of 6 months’ clerical/admin experience within the last 5 years.

Desirable Criteria

- Previous experience of Invigilating.
- Previous experience of using IT software packages.
- Previous experience of dealing with paperwork.
- Have a working knowledge of a range of awarding bodies.
- Evening work required.

Competencies:

- Good verbal and written communication skills.
- Ability to read, understand, apply and relate instructions.
- Ability to work under pressure.
- Good organisational skills.
- Ability to work on own initiative.
- Be available to work on a needs basis.
- Good timekeeping.

Role Description Examination Invigilators

Responsible to: Examination Officer/Manager

Salary: Band 2 £8.32 per hour.

Specific duties

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- Report to designated staff for receipt of invigilators pack (including examination papers) in accordance with College and Examination Board regulations;
- Assist in the setting up of exam venues by removing any relevant visible information that could be used by candidates during the examination, laying out stationery, equipment and examination papers in accordance with College and Examination Board regulations;
- Assist students prior to the exam by directing them to their seats;
- Ensure College and Examination Body rules and regulations (e.g. no talking during exam, no mobile phones permitted) regarding candidate conduct during examinations are made clear to all candidates;
- Ensure full instructions regarding each question paper are made clear to examination candidates;
- Record candidate attendance on College/Examining Board Attendance Register;
- Check Identification for all students (including Passport or Driving Licence ID for external students) according to College/Examination Board Regulations;
- Provide a calm environment throughout the examination and remain vigilant throughout, dealing with queries raised by candidates and with examination irregularities in accordance with College/Examination Board procedures;
- Check and collate exam Question Papers at end of exam sessions and leave at designated collection point for processing;
- Complete Payment Claim Forms in accordance with College procedures;
- Attend in-house Invigilators' Meetings as arranged.

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.

3.5 Scribe / Reader

Essential Criteria:

- GCSE Mathematics and English Language at Grades A*-C or equivalent ;
OR
- Satisfactory performance in College in-house literacy and numeracy test.

Competencies:

- The proven ability to record the dictated word accurately.
- The proven ability to write legibly.
- The proven ability to read a written paper and verbally convey the content clearly and accurately to a listener.
- To demonstrate the ability to perform in a calm and confident manner regardless of conditions.

Role description: **Scribe/Reader**

Responsible to: Examination Officer/Manager/Education Support Co-ordinator

Salary: Band 1 £8.00 per hour

Specific duties

- To report to designated staff for instructions at least 30 minutes before the start of examinations unless instructed otherwise;
- To check and ensure full understanding of rules and regulations regarding the use of Reader/Scribe for the examination;
- To ensure the student understands the rules and regulations for the examination regarding the use of a Reader/Scribe and rest breaks prior to the start of the examination;
- To provide a calm environment prior to and throughout the examination;
- To read the examination paper according to Awarding body rules and regulations and instructions from the candidate;
- To fully understand candidate instructions;
- To write verbatim what is dictated by the candidate;
- To read verbatim what is stated on the examination paper and instructions;
- To be respectful of candidate confidentiality at all times;
- To be punctual, reliable and conscientious;

For all roles, the above lists of duties are neither comprehensive nor exhaustive but outline the general requirements of the post. Other duties may arise of a more general nature which are consistent with the job title and salary attached to this post. 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. Recruitment and Selection Process

Please email completed application forms to jobs@nrc.ac.uk

Applications to this register will not close until Mid-March 2019, however it is anticipated that an initial round of shortlisting and interviews will take place April – June 2018. Please note that the onus is on the applicant to ensure that their completed application form is received by HR. Applicants to the 2017-18 register do not need to reapply as applications will be held on file for 2018-19.

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, Ballymena 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. 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 eligibility 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 qualifications, experience

and ability. It is essential therefore, that applicants fully describe on the application form how they meet each of the eligibility criteria for the role.

Applicants

Applicants to the register will only be contacted when they are shortlisted for interview. Please note information regarding availability given in the application pack will also be used for shortlisting purposes therefore should your availability change during the academic year it is your responsibility to keep us informed.

Shortlist

The first stage in the selection process will be to conduct a shortlist of completed application forms against the eligibility criteria. This may occur at any stage between the closing date and the register being advertised for the next academic year. 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. Only candidates who are deemed to meet the specification will be invited to the next stage.

Interview

Following the shortlisting exercise, it is intended that the selection process will involve a competency based interview against the essential criteria for the role. (As part of the selection process applicants may also be required to deliver a presentation or undertake a test; this will be against the essential criteria for the post). It is intended that the interviews will take place during 2018-19.

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.

Interview Guidance

A competency based interview requires you to focus on the competences required for effective performance in the role and at interview you will be asked to provide specific examples of your experience in relation to the required competence areas. You may draw examples from any area of work/life experiences. In preparation for the interview you may wish to use the STAR approach to think about examples for each of the competencies, such as;

- **Situation** – set the scene, what was the situation;
- **Task** – what was the task, what were you trying to achieve;
- **Action** - what did you actually do, what was your unique contribution
- **Result** – what was the outcome, what did you learn.

Notification of Successful Applicants

It should be noted that 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. An applicant is deemed to have been offered the post **only** on receipt of a formal written offer of employment from Human Resources Department, Northern Regional College. All other applicants deemed suitable will be placed on a ranking list and will be contacted should other positions become available in this area.

Appointment Verification

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 applicants 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.

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

Keeping of Records

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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 the HR office on 028 2566 4231.

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