

## Appointment of Training Support Officers (2584)

Newtownabbey, Ballymena, Coleraine,  
Ballymoney & Magherafelt.  
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](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 t 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 2 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**

- There are 5 temporary posts.
- 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 **22 May 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 June 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.