

Job description - Customer Service Practitioner Tutor/Assessor

Company Name: IC Training Centre Company Location Ilford, London, GB

Job purpose

- To ensure learners gain high quality vocational skills and accreditation that prepares them for the workplace and world of work.
- To carry out all duties in accordance with the Common Inspection Framework requirements.
- To work towards and achieve targets set by IC Training Centre and the Centre Manager relating to all aspects of the learner journey in Customer Service Practitioner Standard.
- You will deliver level 2 and 3 apprenticeships Level 2 Customer Service Practitioner Standard
- Functional Skills must be embedded in all sessions.

Role Specification

- Planning, management and coordination of the course delivery
- Development of individual learning plans alongside Apprenticeship programme manager and ongoing monitoring / feedback
- Evaluation of learner's progress and providing required support to the learner
- Coordination of training materials and course content in collaboration with course team
- Development and maintenance of strong working relationships with external Quality Assurers and other professional bodies as required
- Knowledge of OFSTED/CIF requirements
- Plan individual learning to meet learner needs and ensure lesson plans are prepared prior to learners attending and are linked to overarching Schemes of Work.
- Ensure that IC Training's Safeguarding Policy is implemented and strictly adhered to at all times, creating a stimulating and safe learning environment.
- Create conditions in the training centre(s) which will help to develop the abilities, skill and confidence of each learner.
- Empathise with, engage and motivate learners across the programme.
- Ensure that IC Training Centre's policy on Equality and Diversity is implemented at all times.
- Ensure that discipline is maintained at all times and that learners are supervised appropriately.
- Monitor, review and assess learners on a regular basis to meet the requirements of awarding and funding bodies and ensure learners make the progress expected.
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- Ensure that learners are involved in the decision-making process, either as individuals or in groups through learner forums.
- Develop training and embed support, advice and guidance to learners in order to maximise progression opportunities for learners.
- Manage resources and ensuring the security of equipment and materials.

- Maintain comprehensive records of learner attendance and punctuality and take appropriate action where attendance falls below the minimum levels.
- Staff may be required to take on additional responsibilities (eg First Aid, HASAW, external meetings etc).
- Conform to requirements of the quality systems, ensuring staff follow procedures and correct usage of documentation.
- To contribute to the 'Self-Assessment Process' by working within the guidelines of the Common Inspection Framework.
- To undertake any other relevant duties as specified by your line manager, commensurate with the level of this post.
- To work towards and maintain own occupational competency alongside English and Maths levels.
- To be responsible for the maintenance of your own CPD and to keep a reflective log of any CPD activities as appropriate.
- All staff should be appropriately qualified in their main delivery area(s).
- An enhanced CRB check is a mandatory requirement for all staff.
- Tutors are responsible to Centre Manager and Head of Academics

All staff are expected to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the need of IC Training Centre. The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time, without changing the general character of the post, or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.