



Procedures Relating to Policy for Recruitment

Procedure for Recruitment of Contracted Tutors/Trainers

Procedure for Monitoring and Managing Tutor Performance

Procedure for Selecting and Appointment of External Experts

County Roscommon Disability Support Group CLG

County Roscommon Disability Support Group CLG			
TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE			
Title of Procedure:	Recruitment of Contracted Tutors	Version No.:	002
		Owner/Resp:	BOM/AB
Associated Policy:	Staff Recruitment Management & Development	Adaption Date:	Feb2021
		Review Date:	Feb2024



Purpose

We recruit applicants who we believe will provide the best quality training, learning opportunities, and support services for our learners, tutors are key to the successful delivery of our programmes. It is the policy of the company that there is fair and open competition when conducting interviews. The shortlisting and interview process follows best practices in relation to equal opportunities. Selection for appointment is based on merit.

Responsibility

- The BOM has overall responsibility for staffing in the company which includes the training department.
- The Academic Board maintains oversight of the staffing of the training department and makes recommendations to the BOM.

Scope

- The procedures described here refer to the recruitment, management, and development of tutors and programme leaders.

Supporting Documents

- Score Sheet
- Recruitment Guidelines
- Application Forms
- Reference Check

SOP: Recruitment Process for Contracted Trainers


Key Steps for Implementation

- Positions are advertised by the HR/Administrator using the appropriate media, newspaper, websites, etc. The advertisement will contain details specifically pertaining to the job with a closing date for receipt of applications.
- All applications received are acknowledged by letter/email. Those requiring further information about the organization/post will be forwarded such information.
- If no applicants are deemed suitable the position is re-advertised
- A file is established for each applicant in which the following is recorded:
 - Date of receipt of application
 - Curriculum Vitae and cover letter
 - Date and copy of the letter of acknowledgment.
 - Copy of letter for interview.
 - Score sheet for interview
 - Referees' checklist completed.
 - Follow-up phone calls regarding references recorded in writing.
 - Letter offering position/ placing applicant on a panel/ regret.
- Candidates are selected for interview by HR/Administrator and the Senior Manager.
- Interviews are held by designated members (usually 3) from the interview panel approved by the board of Management.
- An interview score sheet is kept by the Interviewers and will be used to score the candidate's suitability. Each candidate is also required to present a 15-minute presentation on their subject area.
 - The candidate's fluency in the English Language will be verified at the Interview.
 - For the purposes of verification, candidates must produce original education and/or training certificates and/or transcripts of results if the certificate is not yet available.
 - Unsuccessful applicants are issued with a regret letter and are not called for an interview.

- Following the interview process, the Board of Management holds a meeting to decide on a suitable candidate from the nominations received from the selection committee.
- All candidates are informed of the decision of the Board in writing at the earliest possible time.
- Successful applicants must supply two written references one of which must come from the most recent employer.
- The organisation will retain records of interview notes, application forms, etc. for a period of 12 months in compliance with the Employment Equality Acts 1998-2011, the organisation's Equal Opportunities and Data Protection policy and procedure.
- This policy will be subject to review in accordance with the training department's needs or changes in regulation, legislation, or other such situations.

References:

- Interview Equal Opportunity Policy
- Training Department QAM- Staff Recruitment, Management & Development
- Recruitment Selection and Retention of Staff Policy Procedure
- Interview Policies and Procedures.
- Reference Checking Policy
- Training and Development Policy

County Roscommon Disability Support Group CLG				
TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE				
Title of Procedure:	Monitoring and Managing Tutor Performance	Version No.:		003
		Owner		TQO
Associated Policy:	Staff Recruitment, Management & Development	Adaption Date:		Feb2021
		Review Date:	Feb 2024	

Purpose

To ensure that we are aware of the standards of tutor performance and have steps in place to deal with poor performance.

Scope

All tutors

Supporting Documents

- Corrective Action Plan Template
- Tutor Contract

Steps for Implementation

The Training and Quality Officer monitors tutor performance using:

- . Learner feedback on tutor performance – formal and informal
- . Tutors' feedback and self-evaluation of their performance
- . Record of learner attendance face-to-face and virtual classroom
- . Record of tutor attendance and punctuality
- . Feedback from external authentication reports/assessment results
- . Complaints
- . Feedback from occasional focus group meetings with learners (without a tutor being present).
- . The TQO follows up with the tutor if required.
- . All tutors are provided with a copy of our tutor handbook.
- All tutors are inducted by the Programme Lead and the Training and Quality Officer.

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TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE			
Title of Procedure:	Monitoring and Managing Tutor Performance	Version No.:	003
		Owner	TQO
Associated Policy:	Staff Recruitment, Management & Development	Adaption Date:	Feb2021
		Review Date:	Feb 2024



- Tutors must sign to confirm that they have read the tutor handbook and received a comprehensive induction.
- We hold a designated training day for all tutors involved in the delivery of our programmes. All tutors are expected to attend and contribute to the agenda. Training day includes presentations, workshops and discussions and provides the opportunity for tutors to provide feedback, make suggestions for programme improvements and network with their peers. Tutors have plenty of opportunities to ask questions and benefit from group discussions. We evaluate these events and use the feedback to enhance future events. Details of attendance are added to the tutor's CPD log.
- The TQO monitors tutor training needs including training needs in relation to VLE delivery. **Tutors can avail of the CPD/upskilling tutorials** for tutors, available on our online portal **on GiraffePad**.
- We encourage our tutors to work collaboratively with each other to share good practices. The TQO and PL encourage and occasionally coordinates when required peer observations, particularly in the virtual classroom.
- We advise, support, and encourage all tutors to take ownership of continuing professional development. We expect tutors to keep up to date with research and changes in their areas of expertise. This is highlighted in the tutor handbook and discussed at induction.
- If the Training and Quality Officer is concerned about a tutor's performance, she collates the evidence and discusses her concerns with the Programme Leader (unless the concern is around the Programme Leader's performance). Examples of issues which may cause concern include poor attendance/timekeeping, trainer rapport with learners, tutor communications with other members of the programme team, quality of learning materials, and failure to induct and support learners. The Training

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and Quality Officer invites the tutor to meet her and the Programme Leader to discuss the concerns (face-to-face if possible).

- The Training and Quality Officer details the concerns with the evidence and after discussing the issues, agrees on a corrective action plan.
- The Training and Quality Officer and Programme Lead arrange a follow-up meeting with the tutor where they review progress.
- If additional training or support is needed e.g., training in the virtual classroom or using GiraffePad, the Training and Quality Officer examines the options and the budget and organises in-house training if possible.
- The Training and Quality Officer monitor the performance of the tutor and if the tutor does not meet required standards, the Training and Quality Officer advises senior management who may approve the termination of the contract.
- The Training and Quality Officer informs the tutor in writing and maintains details of all communications, minutes of meetings and agreed corrective plans on the tutor's file which is maintained in line with our data retention/destruction schedule.

County Roscommon Disability Support Group CLG			
TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE			
Title of Procedure:	Selection and Appointment of External Experts	Version No.:	001
		Owner/Resp:	BOM/AB
Associated Policy:	Staff Recruitment Management & Development	Adaption Date:	Nov 2022
		Review Date:	Nov 2024



Purpose

To set out the steps for selecting and appointing external experts on a contract for services; subject matter experts/external evaluators/programme design experts.

Supporting Documents

- Service Agreement Template
- Register of External Experts

The Training and Quality Officer

- Identify suitable candidates – referrals from external QA advisors, members of the Academic Board, external authenticators, tutors, other providers, etc
- Makes contact with suitable candidates, explains the role, and asks for evidence of suitability – CV, testimonials, qualifications, experience.
- Submits proposal to Senior Management with costs and gets agreement from Senior Management to progress the appointment.
- Discusses the appointment with the Academic Board if necessary.
- Contacts candidates and discusses tasks to be completed in relation to the programme.
- Agree on the completion date of the work and discuss the service agreement.
- Issues the contract for services which is drawn up using the Service Agreement Template and sends it to the candidate for signing.
- Agree on service agreement conditions.
- Signs the service agreement on behalf of RSG when she receives the signed agreement from the contractor. No work will commence until the contract has been signed by the contractor.
- Inputs details onto the Register of External Experts
- Submits the signed service for the contract to mcooney@rsg.ie