



Procedures Relating to Policy for Recruitment

Procedure for Recruitment of Contracted Tutors/Trainers

Procedure for Quality Assuring Tutor Performance

Procedure for Monitoring and Managing Tutor Performance

County Roscommon Disability Support Group CLG				
TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE				
Title of Procedure:	Monitoring and Managing Tutor Performance	Version No.:		002
Associated Policy:	Staff Recruitment, Management & Development	Owner		TQO
		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 TQO monitors tutor performance using:
 - Results of tutor observations
 - Learner feedback
 - Tutors' feedback and self-evaluation of their performance,
 - Record of learner attendance
 - Record of tutor attendance and punctuality
 - Feedback from external authentication reports.
- If the TQO is concerned about a tutor's performance she addresses her concerns with the PL initially.

- The TQO and the PL may view recordings of virtual classroom sessions (tutors are aware that this may happen – outlined in the tutor handbook and the tutor contract).
- If there still a concern about performance, TQO contacts the tutor, outlines the concerns, and invites the tutor to meet with TQO and the PL.
- At this meeting, the TQO details the concerns and agrees a corrective action plan which is signed by all parties. The TQO also arranges a follow-up meeting where the progress of the corrective action is reviewed.
- If additional training or support is needed e.g., training in online delivery, the TQO examines what is available and if there is budget is in place to support this training. She may arrange for the tutor to buddy with a more experienced tutor or the PL.
- The tutor is encouraged to complete the Self-assessment Audit tool provided by the TQO every three (3) months or as required and ideally before programme meetings. This reflective tool highlights “whats going well” and areas for improvement which can be shared at these collaborative meetings.
- The TQO continues to monitor the performance of the tutor, with input from the PL and if the tutor continues to fail to meet the required standards, the TQO advises the Senior Manager of the situation. The contract may be terminated with the agreement of the Senior Management. The tutor is informed in writing by email.
- The TQO maintains details of all communications, minutes of meeting and agreed corrective plans on the tutor’s file.

Revision Control Log

Version	Date	Change	Author Name
002	30/05/2022	Change all incidents of “College”, “RSG” to “Training Department”	TQO

County Roscommon Disability Support Group CLG			
TRAINING DEPARTMENT– STANDARD OPERATING PROCEDURE			
Title of Procedure:	Quality Assuring Tutor Performance	Version No.:	002
		Owner/Resp:	TQO
Associated Policy:	Staff Recruitment, Management and Development	Adaption Date:	March2021
		Review Date:	March2023



Purpose

Sets out steps involved in monitoring and evaluating tutor performance to ensure delivery of high-quality programmes.

Responsibility

- The TQO is responsible for monitoring tutor performance.
- The TQO and PL is responsible for induction of all tutors.

Supporting Documents

- Tutor Handbook
- Best Practice for Online Delivery
- Induction and CPD working document

Key Steps in Implementation

- The TQO issues the tutor handbook to the tutor in advance of commencement and are expected to be familiar with the contents before the pre-programme meeting. We have designed the tutor Handbook to give a brief and user-friendly overview of what the tutor needs, to know to help ensure a successful outcome of our programmes.
- All tutors are inducted face to face by the TQO and PL, this involves meeting and discussions before commencement. The PL ensures that tutors are familiar with the company Tutor Induction Presentation and Best Practice for tutor in online delivery ppt. The TQO guides the tutors through the contents of tutor QA Shared Online Folder.

- Tutors are provided with a company email address, Wi-Fi password, Zoom tutorial training, access to our shared online folders and resources, scheme of work, tutor induction presentation, tutor handbook and online training portal.
- The performance of the tutor is monitored closely by the TQO using input from the following:
 - . Learner’s and class representative feedback (if there is one).
 - . Learner attendance/drop-out rates
 - . Assessment Results
 - . Complaints
 - . Observation
 - . Focus Groups report
 - . Recorded Class sessions
 - . Informal feedback from learners
 - . Authentication Reports
- We advise support and encourage all tutors to take ownership for continuing professional development. We host CPD/upskilling workshops for tutors and are encouraged to avail of any of our inhouse programmes available or our online portal.
- We invite tutors to present topics that are relevant and of benefit to the overall programmes.
- Tutors are encouraged to complete the Self-assessment Audit tool provided in the QA Shared Online Folder.
- The TQO maintains a *CPD -record in tutor files*.

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002	30/05/2022	Changed “RSG College” to “Training Department”	TQO

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:	Feb2023



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 practice 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 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 acknowledge by letter/email. Those requiring further information about the organisation/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 letter of acknowledgement.
 - Date Garda Clearance Form sent to applicant.
 - Date of receipt and copy of Garda Clearance Form
 - 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 candidates suitability. Each candidate is also required to present a 15-minute presentation on their subject area.
- The candidate's fluency of 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 certificate not yet available.
- Those who are short listed will be required to complete a Garda Clearance Form.

- Unsuccessful applicants are issued with a regret letter and are not called for interview.
- Following the interview process the Board of Management hold 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 applicant must supply two written references one of which must come from the most recent employer.
- The organisation will retain records of interview notes, application form 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 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

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SOP: Recruitment Process for Contracted Trainers

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