

YMCA Fitness Industry Training

Blended Learning Tutor Job Description

Reporting To:	Student Support Manager
Responsible For:	No formal line management responsibility
Evaluated Grade:	F
Hours of Work:	3 days per week, 24 hours.

Job Purpose

To support the personal development of blended, distance and e learning students through their training and assessment programme at levels 2 and 3 accurately completing all related administration. To ensure training and assessment practices match the relevant internal standards, external body requirements and the needs of learners. To contribute to the development of related products and services.

Organisational Context

Central YMCA comprises five component operations. Central YMCA Club; Central YMCA Qualifications; One KX; and Y Touring Theatre Company operate directly through the Charity and YMCA Fitness Industry Training (YMCAfit) operates through a subsidiary charity, London Central YMCA Ltd. The Charity's mission is delivered predominantly within health, fitness, education and creative arts sectors and is to "provide, inspiration, education and opportunities for health in mind, body and spirit".

YMCA Fitness Industry Training is an Operation of London Central YMCA Ltd., a registered charity. It provides education and training in fitness, exercise and activity for health and operates within a complex, dynamic and highly competitive industry. It runs a range of training programmes for both individuals and companies in the public and private sector.

The Student Support Team provides information, advice and guidance to support the needs of learners on all YMCAfit programmes, offering opportunities for referral candidates to resit elements of assessment in order that they can achieve success.

Scope and Accountability

- **Responsible for ensuring the integrity of the training and the validity of the assessment process.**
- **Responsible for deciding the outcome of the training and assessment as well as providing information advice and guidance on all aspects of the training/assessment programme and the broader fitness industry (including job opportunities), to all students allocated.**
- **Responsible for recommending to their Line manager the removal or transfer of students.**

Main Duties and Responsibilities

Teaching and assessing students

- Assess the suitability of enquirers for blended and e learning, providing information, advice and guidance to inform their choice of training format.
- Plan and manage a cohort of blended, distance and e learning students adjusting plans to meet changing needs.
- Provide comprehensive technical education and training support to blended, distance and e learning students.
- Provide formative assessment and feedback on student progress offering information, advice, guidance and support.
- Provide summative assessment services for theory, practical (video), progressive programme and case studies.
- Provide candidates with advice about the fitness industry and related careers.

Supporting students

- Ensure e learning students can access the programme.
- Provide basic technical support for e-learning students, to include the allocation of passwords and logins.
- Provide additional support to other YMCAfit students as requested by line manager
- Monitor student progress and performance, intervening as necessary to maximise chances of success.
- Monitor student discussion online forums participating as appropriate.
- Monitor online chat rooms participating as appropriate.
- Respond to requests from students for help and support referring to Student Support team as appropriate.

Administration

- Ensure all assessment documentation is completed to meet Awarding Body requirements and YMCAfit SOPs.
- Respond to all Internal Verifier/Quality Assurance actions within agreed timescales.
- Respond to all External Verifier requirements as directed by Lead Internal Verifier.
- Attend and contribute to tutor and assessor standardisation meetings as required.
- Ensure all student records, documentation and database entries are accurately completed and updated.
- Ensure all documentation is completed in line with awarding body requirements and YMCAfit SOP's.

Other

- Ensure the Head of Training and Development is updated on progress of the learners and the efficacy of the system making suggestions for improvement as appropriate.
- Undertake other such duties as may be reasonably requested.
- Contribute to the development of the e learning and blended learning curriculum.

Customer Care

- Form part of the team, working to review and improve levels of customer focus and care within operation.
- Provide information, advice and guidance in relation to scheduling issues to staff and students.
- Refer staff and students to appropriate contacts for information, advice and guidance beyond immediate remit.
- Proactively develop and maintain the highest standards of customer care in all areas of responsibility.

Relationships

- **Maintain effective communication at all times, ensuring that all information is shared with relevant staff.**
- **Develop and maintain positive and professional working relationships with all Charity personnel, internal and external customers.**
- **Provide regular feedback to your line manager ensuring that they are advised of all developments and problems within your areas of responsibility.**
- **Act at all times in the best interest of the Charity to further good public and community relationships.**

Self Development

- **Conduct a continual review of personal performance, seeking to improve effectiveness both individually and as a team member.**
- **Undertake self-development as identified by their line manager or Head of Training and Development.**
- **Assist in the identification of personal training and development needs in relation to your duties and ensure these are fulfilled in line with YMCAfit's business objectives.**

General

- **Maintain effective communication at all times, ensuring that all information is shared with relevant staff.**
- **Promote London Central YMCA Ltd Equal Opportunities Policy.**
- **Adhere to the Register of Exercise Professionals Code of Ethical practice.**
- **Ensure Health and Safety is maintained at all times. Advise Health and Safety representatives of potential risk areas.**
- **Develop close and productive working relationship with all internal staff and stakeholders to ensure smooth running of Blended Learning and Distance Learning programmes.**

This job description is issued as a guideline to assist you in your duties and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business the Charity and its Operations, this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the Charity.

Blended Learning Tutor

Person Specification

We want candidates who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having any direct previous experience of the job content. If you are short listed, we will be looking for evidence of all of the key competencies during the selection process.

<ul style="list-style-type: none"> ▪ Customer focus and managing diversity ▪ Project and resource management ▪ Setting up systems ▪ Building effective external relationships ▪ Communication ▪ Managing self and relationships with others ▪ Team working and co-operation 	<ul style="list-style-type: none"> ▪ Negotiating and influencing ▪ Personal effectiveness ▪ Proactivity and initiative ▪ Creativity and innovation ▪ Problem-solving and decision-making ▪ Analysing and interpreting written and numerical information ▪ Expertise
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the CV covering letter to demonstrate your capabilities in relation to each of the criteria listed in Sections 1 and 2 below (addressing each point in order).

1. Qualifications and Previous Experience
 - 1.1 Levels 2 and Level 3 Instructor Qualifications
 - 1.2 Assessor Qualification (D32/D33 or A1) OR CYQ Certificate in Assessing in the Active Leisure Sector
 - 1.3 Certificate of Education or working towards OR CYQ Certificate in Teaching in the Active Leisure Sector (PTTLS) or equivalent
 - 1.4 Proven track record of consistently achieving performance targets.
 - 1.5 Practical current vocational skills and expertise in the areas you are required to train and assess (active REPS Membership).
 - 1.6 Proven track record of imparting skills and learning to others
2. Special Knowledge and Job Requirements to include tutoring and online support
 - 2.1 High level of organisational skills and self-motivation
 - 2.2 Time management skills and flexibility to work at times which best suit learners training and/or assessment needs
 - 2.3 Excellent Interpersonal skills with the ability to communicate with staff and learners at all levels
 - 2.4 Understanding of and belief in blended and distance learning practice
 - 2.5 Ability to contribute to the educational development of individuals in a remote/virtual environment
 - 2.6 Ability to make objective judgements with the ability to resolve conflict positively

2.7 Knowledge/Experience of working in the Fitness Industry