

Online Tutor Specification

1. University of London and Cass Business School (City, University of London)

University of London

- 1.1 The University of London is the world's oldest provider of academic awards through distance and flexible learning, dating back to 1858, when the University of London was awarded a Royal Charter by Queen Victoria.
- 1.2 Today, students of the University of London's distance and flexible learning programmes study form a suite of 100+ academic programmes, with some taking the award through self-study or through support from a local teaching centre.
- 1.3 The University's distance and flexible learning provider is the world's largest classroom, with 50,000 students worldwide, and over a million learners on the Coursera online platform for MOOCs (Massive Open Online Courses), bringing this global reach to 1.4 million people around the world, covering more than 180 countries.

Cass Business School, City University of London

- 1.4 Cass Business School is one of City, University of London's five Schools. It is among Europe's leading business schools and in the global elite of business schools that hold the gold standard of 'triple-crown' accreditation.
- 1.5 As a leading research institution, Cass fosters thought leadership with impact, serving as an intellectual resource for London and the global Cass community.
- 1.6 Among the leading global business schools, the Cass approach is uniquely energising; personal yet global, intellectual yet practical, passionate yet disciplined.

2. Background to the role

- 2.1 University of London programmes, delivered through distance and flexible learning, are administered by the University while the syllabus, teaching materials, and assessment structures are provided by a college of the university or by a consortium of colleges.
- 2.2 The materials for the MSc in Supply Chain Management and Global Logistics (and related degrees) are produced by Cass Business School.
- 2.3 Every student registered on these programmes is supported either online (known as web-supported) or through additional face-to-face tuition at one of our recognised Teaching Centres. Online support is provided through our network of Online Tutors.
- 2.4 Online Tutors are appointed to work on specific modules.
- 2.5 The Online Tutors are in regular contact with the Module Leader to ensure that the tutor groups work well and consistently.
- 2.6 Each module is delivered over a period of 22 weeks and Online Tutors will be appointed per session for a group of up to 50 students.

- 2.7 The Online Tutor will be able to access online tools monitoring students' completion and achievement during their studies.
- 2.8 The Online Tutor will be responsible for marking coursework assignments and providing feedback to students. The Online Tutor will also be expected to engage with students in discussion forums and scheduled interventions.
- 2.9 Online Tutors work with University of London Student Relationship Managers to provide a framework of support and feedback to students and identifying and intervening with students identified 'at risk' of non-completion of their studies.

3. Duties

Assessment duties

3.1 to provide dedicated online feedback and marking of all items of coursework for the module, (as per the Marking Guide to be provided by the Module Leader):

- for up to 50 web-supported students per module
- for students studying at a University of London recognised Teaching Centre, subject to demand

3.2 to assign provisional marks for coursework using the published marking criteria and marking scales;

3.3 to ensure marking across all scripts is consistent and aligns with the programme's marking scheme and expected outputs.

3.4 to ensure that students' approach to all summative work complies with the University's assessment rules and regulations.

These assessment duties are also noted in the Guidelines for Examinations. The Guidelines for Examinations are available at <https://london.ac.uk/support-examiners>.

Operational duties

3.5 to provide at least 15 hours in total of scheduled online tuition during the Module:

- to be the first point of contact for all academic queries on the Module;
- to work with scheduled interventions linked to continuous summative assessment deadlines
- to mark coursework assignments to ensure accuracy and consistency of delivery and completion;
- working with the Student Relationship Manager, to decide upon and provide proactive support for students identified 'at risk' of non-completion of their studies;
- to provide proactive subject area communication to students through tools on the Virtual Learning Environment (VLE);
- to communicate with students at key points of the student journey in the Module, including a welcome message at the start of the Module, a

preparation message prior to the dates for the submission of each item of coursework, and final assessment (project or examination);

- to run tutorial webinars for students
- to periodically monitor, and answer questions on, a student forum
- to liaise, regularly, with other Online Tutors and the Module Leader
- to develop initiatives for the enhancement of student support; and
- to coordinate student feedback on the Module to facilitate the completion of a Module review led by the Module Leader at the end of each Module.

4. IT Requirements

4.1 You will be required to have the minimum specifications for students on the module you are supporting. This will normally include:

- access to a personal computer;
- a secure and reliable access to the internet;
- ability to use email for communications;
- access to the University of London Portal which will provide access to the necessary software tools (including plagiarism detection software); and
- the ability to use online discussion forums and moderate discussion threads between students.

5. Tutor Benefits

5.1 The tutor benefits include:

- online training and opportunities for skills development;
- being part of a global community of tutors;
- flexible working; and
- remuneration (see appendix 1).

6. Person Specification

PERSON SPECIFICATION		
<u>EXPERIENCE</u>	<u>Essential</u>	<u>Desirable</u>
Experience working in or academic study (PhD level) at a Higher Education institution	X	
Teaching or teaching assistance	X	
Working collaboratively	X	
A proven record of punctuality and the ability to manage time	X	
Ability to work independently and to meet set deadlines	X	
Pastoral student care		X
Moderating online communities		X
<u>TECHNICAL KNOWLEDGE / SKILLS/ APTITUDE</u>	<u>Essential</u>	<u>Desirable</u>
Capability to use learning technology tools in teaching and supporting students and communicating effectively with students online	X	
Good written and spoken communication skills in the English language	X	
Evaluating the work of others / marking student work		X
<u>EDUCATION / PROFESSIONAL QUALIFICATION</u>	<u>Essential</u>	<u>Desirable</u>
Good undergraduate degree in a management and/or quantitative discipline	X	
Postgraduate degrees in Industrial Engineering, Supply Chain Management, General Management or a cognate discipline or equivalent professional or vocational qualification OR Minimum 5 year industry experience in a relevant subject area of the module to be managed	X	
Certificate in Education, preferably Higher Education		X
<u>PERSONAL QUALITIES</u>	<u>Essential</u>	<u>Desirable</u>
Commitment to high-quality support and fostering a positive learning environment for students	X	
Willingness to work in a global community of tutors	X	

A willingness to work with students from diverse educational and cultural backgrounds, levels of disability and from diverse age groups	X	
An appreciation of the challenges of online learners and willingness to support through an online virtual learning environment and associated technological tools	X	
A flexible approach to working patterns and provision of support and accessible to students at dedicated times during the session of study	X	
Commitment to the University's policy of equal opportunity and the ability to work harmoniously with colleagues and students of all cultures and backgrounds	X	
A commitment to personal staff development	X	

Appendix 1
Online Tutor Remuneration

- Up to £1,780.50 per 6 month session of study.

Method of calculation:

Flat fee per session of study per work group supported £763.00

For each student coursework/project submitted and marked:

Core and Optional modules £20.35

Project (coursework element and project element) £50.85

For example:

For an Online Tutor who supported one work group and marked 50 courseworks, the payment would be: £763.00 + (£20.35 X 50) = £1,780.50.