

<b>Procedure 11. Monitoring and Managing Tutor Performance</b>	
Associated Policy	CG4 Staff Recruitment, Management & Development
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<b>Purpose</b>
To ensure that we know whether tutors are performing to the required standards and that we have steps in place to deal with poor performance.

<b>Scope</b>
Applies to all tutors

<b>Steps for Implementation</b>
<p><b>Setting up tutor observations</b></p> <ul style="list-style-type: none"> <li>• Tutor observations are carried out by the Lead Tutor or, if the tutor being observed is the programme leader, the Operations Director or the Education Coordinator.</li> <li>• Tutor observations are a requirement for new tutors at the early stages of their first programme and periodically thereafter.</li> <li>• Details for the observation sessions are agreed at the pre-programme briefing, with agreed dates and times.</li> <li>• Observations of both face-to-face teaching and online teaching are carried out.</li> </ul> <p><b>Procedure for tutor observations and follow-up</b></p> <ul style="list-style-type: none"> <li>• The Lead Tutor or other observer uses the headings in the <u>Tutor Observation Report</u> to guide and record their observations.</li> <li>• The observer holds a post-observation meeting with the tutor at which they share and discuss their observations and agree an individual action plan, including training needs.</li> <li>• If the Education Coordinator is concerned about a tutor's performance, s/he discusses her concerns and advises the tutor informally in the first instance.</li> <li>• If there still a concern about performance, the Education Coordinator invites the tutor and the Lead Tutor to a meeting where the Education Coordinator outlines their concerns, providing evidence to support them, and invites the tutor to respond.</li> <li>• The Education Coordinator and the Lead Tutor agree a corrective action plan with the tutor which details the actions to address the issue.</li> <li>• The Education Coordinator and Lead Tutor arrange a follow-up meeting to review the progress of the corrective action.</li> <li>• If additional training or support is needed, the Education Coordinator may suggest this to the tutor. S/he may also arrange for the tutor to buddy with a more experienced tutor or the Lead Tutor.</li> <li>• The Education Coordinator and the Lead Tutor monitor the tutor's performance.</li> <li>• If the tutor continues to fail to meet the required standards, the Education Coordinator advises the Operations Director of the situation. The contract may be terminated with</li> </ul>

the agreement of the Operations Director, and the Education Coordinator informs the tutor in writing.

- If the tutor meets the required standards, the improvement in performance is noted and acknowledged to the tutor.
- The Education Coordinator maintains details of all communications, minutes of meeting and agreed corrective plans on the tutor's file.

**Collaborative Provision**

The performance of all tutors is monitored and managed to the same standards and according to the same principles. The detailed process of monitoring and managing tutor performance in a collaborative provision arrangement is based on this procedure and is agreed and detailed in the Memorandum of Agreement signed by both parties prior to programme commencement.

**Supporting Documents**

- Tutor Observation Report Form
- Corrective Action Plan Template
- Tutor Contract