



Learning Technologist (Apprentice)

Job Title:	Learning Technologist Apprentice
Reference No:	
Reports to:	TEL Systems Manager
Responsible For:	
Grade:	Apprentice Level 5
Working Hours:	37 hours per week (with 20% off the job training)
Faculty/Service:	Centre for the Enhancement of Learning and Teaching (CELT)
Location:	St Peter's Campus, Sunderland
Main Purpose of Role:	<p>The apprentice will provide support to academic and professional support staff on all matters related to the Virtual Learning Environment and other TEL systems.</p> <p>The training aspect of the apprenticeship is a 19-month Digital Learning Designer Apprenticeship programme, which covers:</p> <ul style="list-style-type: none">• The digital learning profession.• Analysis and planning for digital learning design projects.• Theory and methodology of digital learning design.• Developing digital media and spaces for learning.• Quality and enhancement of digital learning practices.• Evidence portfolio.
Key Responsibilities and Accountabilities:	<p>It is expected that over time individuals will develop towards:</p> <p>Service Specific:</p> <ul style="list-style-type: none">• Work with staff from academic and professional support teams to ensure they are trained in the use of learning technologies.• Provide specialist learning technology support and advice to colleagues, academic staff, and support teams.• Support the use of online learning tools and apps appropriate for use within classroom-based teaching.• Teach and train others to use learning technologies and platforms to increase the use of Canvas and the presentation of multimedia learning opportunities for students.• Plan and deliver programme of staff training and development support.• Input into the framework for online and distance learning development• Support learning technologists dealing with day-to-day operational queries and issues.

**Special
Circumstances:**

Travel will be required to other University sites.



Part 2A: Essential and Desirable Criteria

These criteria are assessed at the short-listing stage.

The essential criteria must be met in order to be eligible for interview.

Essential

Qualifications and Professional Memberships:

- Educated to A-Level standard or equivalent level of experience.
- Must have English and math GCSE

Key Knowledge and Experience:

- An understanding of the importance of VLEs and other learning technology systems in modern-day learning and teaching.
- An understanding of the importance of delivering exceptional customer service.
- Excellent verbal and communication skills.
- A high level of digital and IT skills for the role.
- Able to work under pressure and to tight timescales.

Desirable

Qualifications and Professional Memberships:

- Degree in a related subject area.

Key Knowledge and Experience:

- Knowledge of a range of technologies, video editing and design with reference to enhancing learning and teaching.
- Experience of supporting VLEs & learning technology systems or similar online platforms.
- Experience of teaching/training others about technology on a one to one and group basis
- Experience of developing online and distance learning materials.
- Experience of designing programmes of support and learning to support the wider use of technology in the classroom and as an adjunct to learning.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage.

Key Knowledge and Experience (generic):

- Able to work independently, motivated, and able to manage own time to meet competing demands.

Analysis and Research:

- Gathers data and can conduct basic analysis and draw conclusions.
- Can present data using a variety of means.
- Reports findings to wider community

Communication:

Oral

- Able to communicate effectively with a range of audiences.
- Monitors understanding of others, develops approach and takes corrective action if required.

Written

- Conveys information using a range of styles and media selected to meet the needs of others.
- Presents information in formats appropriate to non-specialists without comprising meaning.
- Monitors the reactions of others and takes appropriate steps to remedy any miscommunications.

Decision Making:

Independent decisions

- Uses judgment to make decisions with limited or ambiguous data and takes account of multiple factors.
- Distinguishes between the need to decide, when to defer and when not to take a decision.

Collaborative decisions

- Ensures that options are weighed, outcomes identified, and chances of success considered.
- Challenges decisions, appropriately to ensure consideration and processes are robust.

Provision of advice

- Anticipates and highlights issues that need to be considered.
- Outlines possible impacting factors, assessing their degree of influence on the choice of options.
- Ensures previous learning is included.

Liaison and Networking

Liaison

- Working with teams and individuals across the institution.
- Ensures that accurate information is passed on to the most appropriate people in a timely fashion to improve working practices.
- Co-ordinates own effort with that of others so the work is completed effectively in line with team objectives.
- Promotes a positive image of the Institution.

	Planning and Organising Resources <ul style="list-style-type: none">• Actively seeks information to support planning and prioritisation of work.• Checks and reports on progress and achievement against plans to key parties.• Plans and completes tasks in line with role expectations, agreed objectives and service requirements.
	Service Delivery: <ul style="list-style-type: none">• Actively promotes services of CELT.• Learns from complaints and takes appropriate approved action to resolve them.• Collates feedback and views from customers and keeps up to date with market trends to inform service development with the remainder of the CELT team.
	Teaching and Learning Support: <ul style="list-style-type: none">• Contributes to the development and delivery of staff development sessions provided by CELT
Date Completed:	July 2023