

# Chartered Banker

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## CIOBS Academy Tutors

### Key Requirements

1. To **send a 'Welcome' email** to each new student on receipt of every Student Information Record
2. To **immediately** acknowledge receipt of each assignment received
3. To mark the assignment **as soon as possible** and return it to the student within **15 working days of receipt** with a copy sent to the Senior Tutor (**NB** Students may not re-submit an assignment in order to achieve a higher mark than the original submission)
4. To **advise** the Senior Tutor **and** student if the revised return date is likely to be more than **15 working days of receipt** – the Senior Tutor will then either mark that assignment or will arrange for another Tutor to mark and return it to the student
5. To strictly adhere to the '**word count**' restrictions and deduct marks as necessary (see Section **6a** of the Guidance Notes)
6. To provide students with **constructive, helpful and relevant assignment feedback**
7. Where students seek out additional, alternative sources of information when tackling their assignments, to take **cognisance** of this effort and to **award additional marks**
8. To email an **Assignment Summary Sheet** to the CIOBS (gillian@ciobs.org.uk) at **each business week end**.

### Good Practice

Effective communications and the establishment of a 'real' relationship with the student are considered to be the foundations of the CIOBS tutorial support model – pro-active measures which will help to achieve a superior quality of service include:

- (a) Telephoning the student soon after the 'Welcome' email is sent to establish a rapport
- (b) Contacting the student by email from time to time to enquire as to progress
- (c) Telephoning the student after their assignment has been marked and returned to discuss any major issues
- (d) Contacting the student, Senior Tutor and CIOBS to advise them of periods of unavailability or other circumstances which may lead to a disruption to, or diminution of, service levels
- (e) Regularly encouraging the student to seek your assistance and guidance.

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## The Role of CIOBS Academy Senior Tutors

### Key Requirements

1. To review, on a '**1 in 5**' basis, marked assignments from each Tutor under their span of control
2. To **provide constructive, helpful and relevant feedback** to Tutor(s) after assignment reviews as required
3. Where appropriate, to **provide feedback to CIOBS** on the performance of Tutors
4. To facilitate the completion and returning of assignments within the **15 working day standard** during a Tutor's holiday / sickness periods
5. To **provide ad-hoc guidance / support** as required to Tutors within their span of control
6. To complete an **Assignment Review Summary Sheet** and return it to CIOBS (gillian@ciobs.org.uk) at **each month end**.

### Good Practice

Effective communications and a strong desire to achieve a high level of marking consistency by Tutors are essential – pro-active measures which will help to achieve a superior quality of service include:

- (a) Reviewing the assignment marking of all Tutors for consistency and providing feedback and guidance where a Tutor(s) appears 'out-of line' with others
- (b) Regularly encouraging Tutors to seek their assistance and guidance if required
- (c) Liaising with Tutors (and CIOBS) with a view to updating / revising model solutions in the light of experience
- (d) Contacting Tutors and CIOBS to advise them of periods of unavailability or other circumstances which may lead to a disruption to or diminution of service.