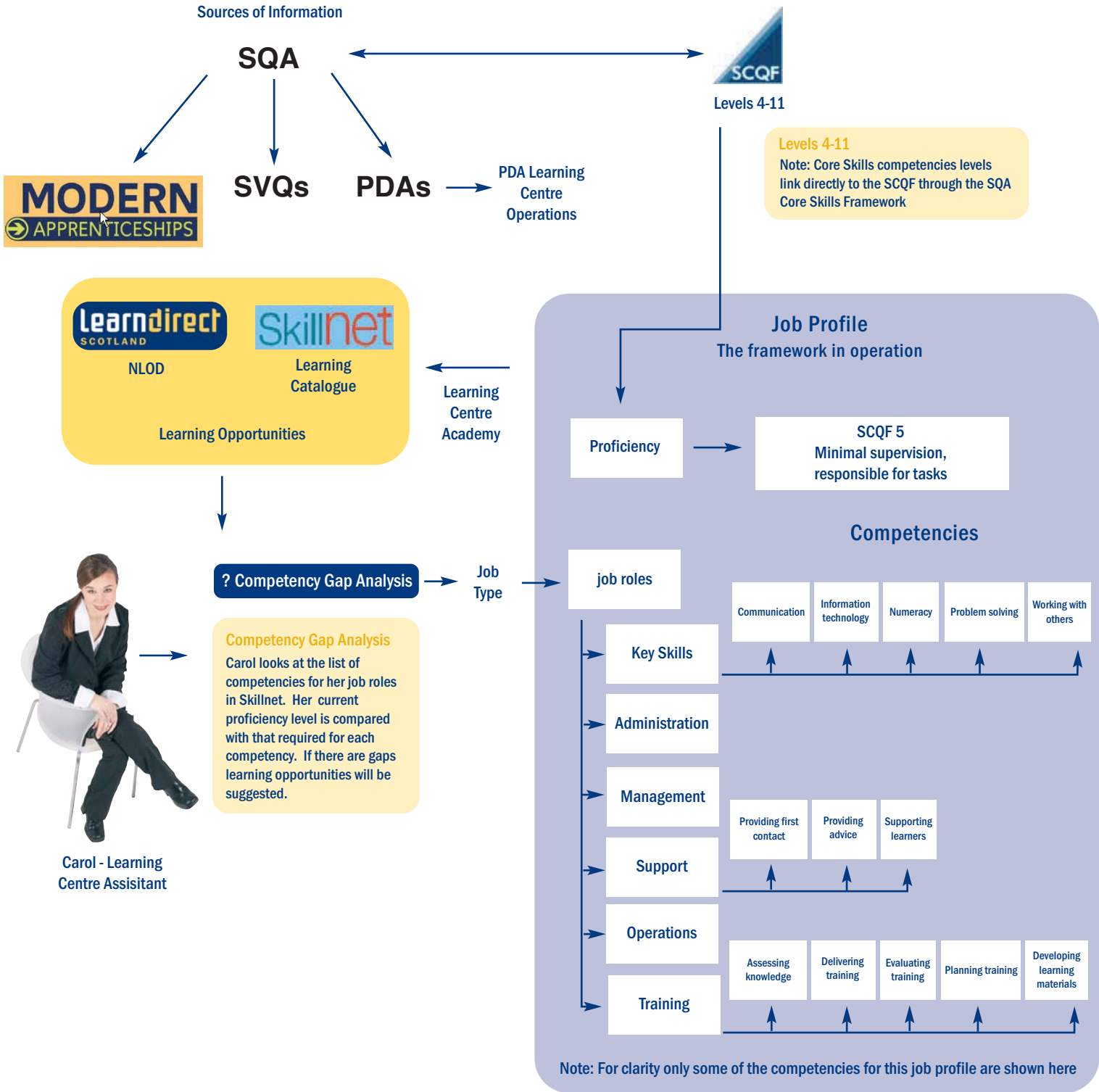




# Learning Centre Academy

## Competencies Framework Development



# Learning Centre Academy

## Learning Centre Job Profiles Summary

No	Job Role	Group	Competency	Manager	Tutor	Online Tutor	Distance Learning Provider	Supervisor	LC Adviser	LC Assistant	Facilitator
Proficiency Level (see key below)											
1	Key Skills	Communication	Written communication	7	7	7	6	6	7	5	6
2	Key Skills	Communication	Oral communication	7	7	7	6	6	7	5	6
3	Key Skills	Information Technology	Information technology	7	7	7	6	6	7	5	6
4	Key Skills	Numeracy	Using numbers	7	7	7	6	6	7	5	6
5	Key Skills	Numeracy	Using graphical information	7	7	7	6	6	7	5	6
6	Key Skills	Problem Solving	Critical thinking	7	7	7	6	6	7	5	6
7	Key Skills	Problem Solving	Planning and organising	7	7	7	6	6	7	5	6
8	Key Skills	Problem Solving	Reviewing and evaluating	7	7	7	6	6	7	5	6
9	Key Skills	Working with others	Working with others	7	7	7	6	6	7	5	6
10	Key Skills	Equal Opportunities	Understanding equal opportunities	7	7	7	6	6	7	5	6
11	Key Skills	Health & Safety	Understanding health & safety	7	7	7	6	6	7	5	6
12	Administration	Office Administration	Producing correspondence	7	7	7	6	6	7	5	6
13	Administration	Record Keeping	Maintaining records	7	7	7	6	6	7	5	6
14	Administration	Record Keeping	Maintaining schedules	7	7	7	6	6	7	5	6
15	Management	Finance	Understanding financial management	7			6	6			6
16	Management	Finance	Understanding debt management	7			6	6			6
17	Management	Finance	Understanding funding sources	7			6	6			6
18	Management	Human Resource	Motivating others	7			6	6			6
19	Management	Human Resource	Managing disruptive behaviour	7			6	6			6
20	Management	Human Resource	Improving personal development	7			6	6			6
21	Management	Human Resource	Assessing work competence	7			6	6			6
22	Management	Information Management	Understanding data analysis	7	7	7	6	6	7	5	6
23	Management	Planning & Development	Understanding organisational objectives	7	7	7	6	6	7	5	6
24	Management	Planning & Development	Understanding organisational strategy	7	7	7	6	6	7	5	6
25	Management	Planning & Development	Planning - long term	7			6	6			6
26	Management	Planning & Development	Developing business plans	7			6	6			6
27	Management	Quality Management	Understanding internal verification	7	7	7	6	6			6
28	Management	Quality Management	Understanding quality procedures	7	7	7	6	6			6
29	Management	Resource Management	Understanding resource utilisation	7			6	6			6
30	Management	Sales & Marketing	Understanding marketing techniques	7			6	6	7		6
31	Management	Sales & Marketing	Understand sales techniques	7			6	6	7		6
32	Management	Teamworking	Negotiating	7			6	6			6
33	Management	Teamworking	Planning staff activities	7			6	6			6
34	Operations	ICT Applications	Using e-communications	7	7	7	6	6	7	5	6
35	Operations	ICT Applications	Using internet applications	7	7	7	6	6	7	5	6
36	Operations	ICT Applications	Using accounts applications	7			6	6			6
37	Operations	ICT Applications	Using database applications	7	7	7	6	6	7	5	6
38	Operations	ICT Applications	Using presentation applications	7	7	7	6	6	7	5	6
39	Operations	ICT Applications	Using spreadsheet applications	7	7	7	6	6	7	5	6
40	Operations	ICT Applications	Using word processor applications	7	7	7	6	6	7	5	6
41	Operations	ICT Applications	Using PROMPT nLOD application	7			6	6			6
42	Operations	Service Delivery	Understanding customer care	7	7	7	6	6	7	5	6
43	Operations	Service Delivery	Understanding security procedures	7	7	7	6	6	7	5	6
44	Operations	Work Environment	Understanding product range	7	7	7	6	6	7	5	6
45	Operations	Work Environment	Understanding local community	7	7	7	6	6	7	5	6
46	Operations	Work Environment	Understanding relevant legislation	7	7	7	6	6	7	5	6
47	Operations	Work Environment	Understanding positive image	7	7	7	6	6	7	5	6
48	Support	Advice & Guidance	Providing first contact	7	7	7	6	6	7	5	6
49	Support	Advice & Guidance	Providing advice	7	7	7	6	6	7		6
50	Support	Advice & Guidance	Facilitate referral				6	6			6
51	Support	Learner Support	Supporting learners	7	7	7	6	6	7		6
52	Support	Learner Support	Managing learning environment	7	7	7	6	6			6
53	Support	Learner Support	Facilitating learning	7	7	7	6	6			6
54	Training	Training Delivery	Understanding a VLE			7	6	6			6
55	Training	Training Delivery	Using the VLE for administration			7	6	6			6
56	Training	Training Delivery	Using the VLE to develop learning resources			7	6				6
57	Training	Training Delivery	Identifying learners needs		8	8	6	6			6
58	Training	Training Delivery	Assessing knowledge		8	8	6	6			6
59	Training	Training Delivery	Delivering training		8	8	6	6			6
60	Training	Training Delivery	Evaluating training		8	8	6	6			6
61	Training	Training Delivery	Using online tutoring			8	6				6
62	Training	Training Development	Planning training		8	8	6				6
63	Training	Training Development	Developing learning materials		8	8	6				6
64	Training	Training Development	Developing online learning materials			8	6				6

### SCQF Proficiency Levels - Learning Centre Academy

Level	Description	Awards
SCQF 4	"Guidance needed, routine tasks"	SVQ 1/Intermediate 1
SCQF 5	"Minimal supervision, responsible for tasks"	SVQ 2/Intermediate 2
SCQF 6	"Minimal supervision, responsible for activities and some supervision"	SVQ 3/Higher
SCQF 7	"Use own initiative, some management responsibility"	HNC
SCQF 8	"Use own initiative, management responsibility"	SVQ 4/HND
SCQF 9	"Exercise own initiative, varied professional activity, management responsibility"	Ordinary degree
SCQF 10	"Exercise own initiative, wide professional activity, significant management responsibility"	Honours degree
SCQF 11	"Exercise own initiative, implement professional activity, major management responsibility"	SVQ 5/Masters