

## **ARC Training Services (ATS)**

### **Development Officers**

ARC contracts with a number of self employed Development Officers around the country to facilitate the delivery of RQF qualifications and any supporting training packages. ATS customers are predominantly Learning Disability service providers, who want their staff to be trained, and assessed through a centre that can offer a specific learning disability focus. Most are independent sector organisations, although several are large corporates.

Typically, an organisation using our services agrees to provide work-based assessors. If there are no assessors currently employed, we will train them. The Development Officers, having trained the assessors and supported them through the assessor qualifications, then provides internal quality assurance for their work. Occasionally, larger organisations are also able to provide their own IQAs. Development Officers build a good relationship with the organisations they support, visiting regularly, to provide advice and guidance on qualifications/job roles, workforce development, and support for assessors and IQAs. Other support provided includes standardisation, direct observation of practice, and where necessary, update of practice, including CPD. Training is most often provided in house through the organisation's own programmes, but the ATS also offers comprehensive Learning Disability specific training in both distance learning and taught formats. Where Development Officers are also trainers, there is an opportunity to deliver these programmes.

Development Officers work from home, visiting organisations on a patch convenient to them. They are, however, part of a team, and team activities promote standardisation and provide support. Management is provided by the ATS Qualifications Centre Manager based in the Chesterfield Office. Much of the contact and support is achieved through teleconferencing, and e-mail, though it is a requirement of your contract to attend DO days, held at a central regional point. EQA visits take place around the country, thus some travelling may be required.

ARC Training Services has developed a good reputation in the Learning Disability Sector, and is a City and Guilds Centre. Our unique method of delivery ensures that assessment is sensitive to the needs of service users and tailor made to the needs of the service.

A central database is used to access and update candidate, organisation, assessor, IQA and DO data. As a DO you are required to regularly update the centre with information from your visits. We live in an age where information is king, without your input, we may miss an opportunity to invoice, or tender for new work.

All ATS paperwork and policies are downloadable from the ARC website, and must be used, and used correctly. Any procedures set out at your induction, or at subsequent DO meetings, must be followed, and passed on to the people you support.

Timesheets and expenses must be fully completed and provide sufficient evidence to allow ARC's Finance Manager to invoice accurately and fully. Time spent on telephone calls, emails and other admin activities must be apportioned to a cost centre, such as a visit to an organisation, or to desk based assessment for an individual candidate.