



# **IT Skills Demonstrating**

## **in the**

### **Faculty of Medical Sciences**

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# Postgraduate IT Demonstrator: Handbook

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# 1 Introduction to the Role

## 1.1 Background

A variety of IT courses are run each year with training being delivered to over 5000 students (undergraduate and postgraduate) in all three University Faculties. Courses are repeated many times because of the size of the student intake, the availability of computers in the clusters, and the availability and numbers of teaching/demonstrating staff.

All courses aim to improve students' opportunities for, and efficiency in, using IT. A problem-based approach to teaching has been adopted to encourage students to learn how to help themselves.

Most courses are delivered via online tutorials which remain available throughout the year. Other supporting documentation is also available online.

In order to make the teaching more meaningful for the students, and to offer more support for them during their studies and beyond, attempts are made to link the IT sessions to specific pieces of work; e.g. if a group has an essay to submit, the Document Management sessions will be timed to support them in production of the essay. Similarly, presentation skills sessions have greater impact if they precede an assessed oral or poster presentation for which students are preparing.

## 1.2 About the IT sessions

Demonstrating IT to students during courses carries with it a responsibility to teach skills and techniques rather than answering questions (see 2.3).

There is an increasing range of courses offered throughout the Faculties, with many courses being tailored for specific student groups so that specific development and academic requirements can be better addressed and supported.

All materials are available online at <http://fms-itskills.ncl.ac.uk>. A summary of the main courses provided is available in [Appendix 1](#) at the end of this document, but you should be aware that other courses will be offered. You should ensure that you are fully conversant with the materials for the course on which you are demonstrating. You should also be familiar with the general key skills, which are common themes throughout the range of courses.

## 1.3 Contacts

The Student Digital Skills Manager can be contacted via email: or by telephone: 0191 246 4542. She can be contacted on any issues relating to teaching and learning in general and issues relating to pay, teaching rotas, absences and support for any extra teaching hours.

IT Demonstrators can be contacted via email: [med-it-dems@ncl.ac.uk](mailto:med-it-dems@ncl.ac.uk). You will need to contact all demonstrators when you are unable to attend a session for which you have been scheduled and are arranging to swap your session with another demonstrator.

## 2 Duties and Responsibilities of an IT Demonstrator

### 2.1 About the role

You will work in a team of up to 20: this will always include the session lead (Student Digital Skills Officer or Manager) and may include other postgraduate demonstrators. The Student Digital Skills Officer or Manager will be ultimately responsible for the class and will provide you with instructions for the smooth running of the session. The number of demonstrators varies depending on the class size and content. Most sessions involve classes between 20 and 70 students, and all take place within computer cluster rooms.

Most classes run for 2 hours and you will be scheduled to demonstrate a week in advance. Classes are only scheduled during term-time, and most teaching takes place in terms 1 and 2. On average, you should expect to work between 4 and 8 hours per month, although this varies significantly throughout the year.

You should ensure that you inform the Student Digital Skills Officer of any times that you are unavailable to demonstrate, so this can be taken into consideration when completing the demonstrator schedule. If you are scheduled to teach at a time that you cannot attend, you should arrange for a swap or replacement and inform the Student Digital Skills Officer of this change. (see 2.4 part 1.)

All communications should be sent through the mailing list: [med-it-dems@ncl.ac.uk](mailto:med-it-dems@ncl.ac.uk) unless it is private or confidential. You will be registered to this mailing list if you are recruited following training in September.

### 2.2 Scheduling

Demonstrators will be assigned sessions based on an alphabetical rotation with consideration to the number of hours assigned per month. Rotations will continue into subsequent months, i.e. if January's rotations ends on letter "G", February would start on "H". This process is used to provide the greatest possible equity among demonstrators' hours. If you notify the Student Digital Skills Officer or Manager of a period of unavailability, you will be removed from the rotation until your return. Scheduling rotation is based on sessions assigned, not sessions complete. Therefore, if you cancel or refuse an assignment, the rotation will continue normally. I.e. If Dem A and B are assigned a session each in week 1 but dem B has to cancel, then dem C will be the next in the scheduling rotation.

### 2.3 Core duties of an IT Demonstrator

#### Before sessions

1. Prepare for each session by completing the online session tutorial. *Note that failure to prepare for the session will result in your dismissal from the session without pay.*
2. Assist with class set up as required.

#### During Sessions

3. Attend all sessions for which you are scheduled.
4. Teach academic IT skills and resolve questions in such a way as to assist student learning and support online teaching materials. Ensure students learn through a question-based approach to teaching; the key being to encourage students to apply logic and problem-solve for themselves and not to complete the work for them.

5. Answer student queries within the classroom, accurately, succinctly, and professionally. Seek advice from other members of the Digital Skills Team when necessary.
6. Report to a member of staff acting as class leader, ensuring that any additional responsibilities are understood and completed efficiently.
7. Work as a member of a team during the teaching sessions to ensure that the class is well supported, that student queries are responded to promptly, and that proactive teaching advice and support is provided.

### After Sessions

8. Assist with tidying up as required.

## 2.4 Absences

You are responsible for attending all sessions for which you are scheduled.

If you have a valid reason for non-attendance at a session; e.g. sickness absence, you must notify a staff member in the Digital Skills Team as soon as possible prior to it. If you fail to attend one scheduled session without notifying the Digital Skills Officer or Manager **more than 48 hours in advance**, then you will be required to meet with the Digital Skills Manager before you can be scheduled for additional sessions. If you have a sick note from a medical professional, this meeting may be waived and may, in extenuating circumstances, at the prerogative of the staff of the Digital Skills Team, not be counted as an absence. Failure to attend a second session without more than 48 hours' notice will result in dismissal without notice, except when this is due to exceptional circumstances such as serious illness or bereavement.

## 2.5 Payment

You will be paid for the number of hours you were scheduled to work, and additional time if the session overruns. This means that if a 2 hour class finishes after 1.5 hours, you will still receive 2 hours of pay. If you demonstrate for 2.25 hours and were originally scheduled for 2 hours, you will be paid for the full 2.25 hours. The current hourly rate is £14.22 per hour (pending pay award increase).

Wages are paid one month in arrears through central payroll. Therefore, hours worked in September will be paid on the last working day of October.

A summary of the hours to be sent to payroll will be circulated and you should check that this is correct. You should also ensure that payment reaches your bank account, and alert the Student Digital Skills Manager immediately if there are any discrepancies.

## 2.6 Tier 4 Student Employment

All Tier 4 student should be aware of the strict working conditions attached to your visa. The conditions cover both paid and unpaid employment. The consequences of breaching the conditions of your visa can be severe and could have a long-term detrimental impact on your immigration status and your studies in the UK.

*Tier 4 students can work for Newcastle University via **one of three routes**:*

- *centrally recruited part-time roles with set hours – these are usually advertised on the Newcastle University recruitment website and/or Vacancies Online*

- *Jobs On Campus (JobsOC)*
- *teaching and demonstrating roles, in one academic unit only*

*If you are a Tier 4 (General) visa holder and work on campus you need to:*

- *only work one role at a time, via the routes set out above*
- *ensure that you do not work more than your visa allows during term-time, either 10 or 20 hours per week - term dates differ for undergraduate and postgraduate taught and research courses, make sure you're aware of these dates*
- *provide the university with your visa and/or biometric registration card to confirm your right to work in the UK - you need to do this before starting work*
- *respond to weekly emails from your manager about planned working hours*
- *make your manager aware of any other paid or unpaid work you are undertaking off campus.*

*-Career Services, Newcastle University (2017) "International Students," Accessed 18 December 2017 from <http://www.ncl.ac.uk/careers/jobs/internationalstudents/#workingoncampus>*

Newcastle University has an obligation as your Tier 4 sponsor to ensure that you do not risk over-working during your studies. In order to safeguard students against accidental breaches of visa conditions, Newcastle University is required to monitor the hours Tier 4 students plan to work.

All Tier 4 students will be required to complete a Weekly Hours Check Estimate summarising the hours for paid and unpaid, FMS ITskills and with non-university work. Failure to submit the weekly hours check estimate will result in you being removed from the week's schedule.

## 3 Training and Preparation

### 3.1 The Training Session

Increasing importance is being placed upon Demonstrator training and recognition within the University; responding to the demand for high-quality teaching to be provided across the University, and to reward and support Demonstrators who are vital to the success of this.

You must attend the 4-hour training session prior to the start of term and actively participate in the event in order to become a member of the Demonstrating team. This training will cover key teaching techniques specific to the role; key skills that you must be proficient in to be able to fulfil the role successfully; and an opportunity for your IT and Teaching skills to be assessed in a practical situation.

You will be paid at half-hourly rate for the training session, regardless of whether you are employed or not as a result of this session.

## 3.2 Course Aims and Learning Outcomes

The aims of IT Demonstrator training are:

1. To familiarise students with the duties and responsibilities of an IT Demonstrator.
2. To provide information about the administrative processes of the role, key contacts and wage information.
3. To provide an overview of the main IT skills sessions delivered within the Faculty and identify how the courses relate to each other.
4. To identify any significant changes to the courses and to update returning demonstrators.
5. To assess IT skills competency of applicants and returning demonstrators, to ensure that they are sufficiently proficient in IT and IT-problem-solving skills.
6. To introduce main teaching techniques to be employed by Demonstrators in the classroom, and provide the opportunity to practise and gain awareness of these skills prior to teaching.
7. To underpin principles of the Higher Education Academy Professional Standards Framework, Descriptor level 1 (Associate Fellow).
8. To place the role of demonstrator and the teaching methodologies in context of local and national research.
9. To answer questions regarding the post and ensure familiarity with the role prior to the start of the academic year.

The learning outcomes of IT Demonstrator training include:

1. Understanding the roles and responsibilities of the post and the support offered to teaching staff to deliver IT skills sessions to students within the Faculty.
2. Knowing how the role is administered and who to contact with questions and for advice.
3. Understand how courses are linked and key skills are developed through course progress.
4. Thorough knowledge of the main skills sessions (DMCL/DMIT/DHSS) and appreciation of the key skills within these courses.
5. Be able to problem solve common queries as practised within the training session.
6. Develop problem-solving skills and be aware of the techniques and process of effective problem solving within the practical classroom.
7. Understand the importance of effective communication skills, including listening, questioning and explaining.
8. Identify poor communication techniques; explain why they are poor and how they could be improved.
9. Know the weaknesses in core communication skills that the demonstrator has and be able to improve them to enhance teaching skills.
10. Understand the importance of the role of demonstrator, and the importance of effective teaching methods.
11. Be aware of the impact that the demonstrator has on quality of learning and teaching, and the role in enhancing and assuring quality.

## 3.3 Postgraduate Training Requirements

The IT Demonstrator Training Course and subsequent role of IT Demonstrator support the Researcher Development Framework under the following domains:

Domain A: Knowledge and Intellectual Abilities

- A1.5 Information literacy and management.
- A1.7 Academic literacy and numeracy.
- A2.5 Problem solving.
- A3.1 Inquiring mind.
- A3.2 Intellectual insight.
- A3.3 Innovation.

#### Domain B: Personal Effectiveness

- B1.1 Enthusiasm.
- B1.2 Perseverance.
- B1.3 Integrity.
- B1.4 Self-confidence.
- B1.5 Self-reflection.
- B1.6 Responsibility.
- B2.1 Preparation and prioritisation.
- B2.3 Time management.
- B3.1 Career management.
- B3.2 Continuing professional development.
- B3.3 Responsiveness to opportunities.
- B3.4 Networking.

#### Domain C: Research Governance and Organisation

- C1.1 Health and safety.
- C1.4 IPR and copyright.
- C1.5 Respect and confidentiality.

#### Domain D: Engagement, Influence and Impact

- D1.1 Collegiality.
- D1.2 Team working.
- D1.3 People management.
- D1.6 Influence and leadership.
- D1.8 Equality and diversity.
- D2.1 Communication methods.
- D3.1 Teaching.

## 4 Recognition

Attendance at this Training session can be recorded within your electronic portfolio and used as evidence of teaching training undertaken within your degree. This course has been recognised by the University Teaching and Learning Committee Chair. This means that it provides training at a suitable level for the role undertaken and can be used as evidence of teaching training on your CV.

Attendance at ILTHE is not compulsory, provided that IT Demonstrator Training has been completed satisfactorily. However, completion of ILTHE is strongly recommended, and students wishing to complete the advanced study option will be encouraged and supported where possible by the Student Digital Skills Manager.

A letter acknowledging the role undertaken and certificate outlining the skills gained and demonstrated will be provided at the end of employment. This letter, on University headed paper and signed by the Student Digital Skills Manager outlines



the roles and experiences that this post requires, and can be used as part of documentary evidence for future jobs, including those within the University.

The Student Digital Skills Manager will provide references on request, as agreed between the demonstrator and the Student Digital Skills Manager. The Student Digital Skills Manager must be informed by a demonstrator if they use them as a referee.

## 5 Continuing Support

You will be supported throughout your employment as an IT Demonstrator to successfully fulfil your role and develop your teaching skills.

Feedback on the session and any specific points to note regarding individual teaching will be provided as appropriate at the end of each session.

You will be asked to complete a reflective evaluation of your teaching experience at the end of the first term. This will be a private reflection designed to help you identify the progress and strengths you have made throughout the term. You will be able to discuss your reflections with the Student Digital Skills Officer and Manager and suggest areas where you would welcome additional experience to them so that this can be considered when rotas are developed.

If you are completing the ILTHE course you will be able to discuss what further teaching opportunities you require to support you through this particular area of your personal development. Every effort will be made to provide these opportunities but you must notify the Student Digital Skills Manager during the autumn term in order that plans can be put in place to help support you achieve the learning outcomes of this particular course.

## 6 Demonstrators' web page

Information regarding how to become a demonstrator, access to training, application documents and what our current demonstrators have to say, can be found at:

<http://fms-itskills.ncl.ac.uk/demsnew> .

## 7 Appendix 1: Overview of Main Sessions

### 7.1.1 IT Induction course (ITIC)

<http://fms-itskills.ncl.ac.uk/itic/>

- Use of the computing facilities, including health and safety considerations;
- Logging on to and off of the computers and changing your password;
- Navigating the computer in Windows 7;
- Office365, NUContacts, RAS, BlackBoard;
- Connecting your own devices to the campus network;
- Good file and print practices;
- Getting help.

### 7.1.2 Document Management - Content and Layout (DMCL)

<http://fms-itskills.ncl.ac.uk/pgres/dmcl>

- In MS Word, use styles and stylesets to format your documents;
- Using multilevel lists;
- Inserting table of contents;
- Insert header and footer text;
- Insert equations;
- Insert columns;
- Insert footnotes;
- Effectively use the spelling and grammar checker and autocorrect features.

### 7.1.3 Document Management - Images and Tables (DMIT)

<http://fms-itskills.ncl.ac.uk/pgres/dmit/>

- In MS Word, inserting tables and formatting table;
- Insert images from other sources i.e. Irfanview, PowerPoint, PDFs;
- Use captions and cross-referencing to link figures and keeping them up to date;
- Insert equations;
- Insert and create shortcuts for symbols;
- Effectively navigate a document.

### 7.1.4 Information Skills Assimilation (ISA)

<http://fms-itskills.ncl.ac.uk/mbbs/isa>

- Make effective use of typical research-related applications software including EndNote and Word;
- Use this software to synthesise a complete research paper of the type typically seen in scientific journals;
- Appreciate the possibilities of using information technology;
- Solve many problems which may arise.

### 7.1.5 Presentation Skills and Using PowerPoint (PPT)

<http://fms-itskills.ncl.ac.uk/ppt/>

- Understand the process of creating a good presentation;
- Plan and draft a successful presentation;
- Use MS PowerPoint to create an appropriate, professional and informative presentation;
- Avoid problems associated with poor presentations and misuse of PowerPoint;

- Create appealing animated diagrams to effectively illustrate complex concepts;
- Resolve issues in PowerPoint and make sound judgements regarding presentations.

### **7.1.6 Data Handling and Spreadsheets (DHSS)**

<http://fms-itskills.ncl.ac.uk/pgres/dhss/>

- Use MS Excel to manipulate data on a spreadsheet, format it and analyse data statistically;
- Create graphs from the data and manipulate and format the graph;
- Complete statistical comparisons or data manipulation functions in line with coursework requirements.