



Teaching support in tertiary education.

A definition document for a shared language

This is the summary of the definition document for teaching support in tertiary education. An effective and structural approach to teaching support calls for a shared language in educational institutions. Not only will this ensure that support becomes a permanent aspect of education, it will also contribute to a future-proof approach.

This summary of the definition document provides pointers for a shared language that will allow educational institutions to gain a better understanding of the role and value of support staff.

Why a shared language?

A shared language fosters greater clarity about the roles and tasks of providers of teaching support (support staff). This helps educational institutions to improve collaboration, optimise the use of their expertise and embed educational innovation in their strategy and processes.

Delineation of teaching support

Npuls uses the term ‘teaching support’ for a specific group within educational support. Educational support is much broader than teaching support. This definition is for professionals like ICTO coaches, instructional designers and educational consultants who improve education and use technology in their work. Teaching support is essential, although collaboration with other support staff within educational support remains necessary. The specific tasks vary from one school or institution to another.

Teaching support as a network

Teaching support does not exist in isolation but within a network of educational support processes. The different education professionals within this network are important for sustainable development of educational innovation and strengthen the collaboration and connection between teaching staff, management and policymakers.

The role of support staff

Support staff activities vary at different levels in education – from day-to-day implementation (operational) and translating plans into concrete actions (tactical) to designing long-term strategies (strategic). Examples of their work include providing advice and training and coaching teaching staff, for example. Because support staff operate at multiple levels, they can respond to changes smartly and flexibly. By providing support to teaching staff and teams during changes, they strengthen the learning culture. For a more in-depth discussion see:

[Definition document for teaching support](#)

Definition of teaching support

Teaching support focuses on guiding and empowering teaching staff, teams and management in delivering the best possible education. Support staff fulfil a wide range of roles, offering both content-related and process-based support. They switch flexibly between different levels and contexts, thereby contributing to educational innovation, policy development and the use of technology in education.

Profile

The versatility of the roles of support staff requires a well-defined and flexible profile. This profile allows support staff to make the best use of their expertise, embed innovation sustainably in educational institutions and contribute to the quality and structure of education on an ongoing basis.



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