



# Position Description

## Wesley Training



### Course Advisor Wesley Vocational Institute

## Agreement

_____ <i>Signed – Course Advisor</i>	_____ <i>Signed – Operations Manager, Wesley Training</i>
_____ <i>Name</i>	_____ <i>Name</i>
_____ <i>Date</i>	_____ <i>Date</i>

*This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.*

## 1. Major Role Responsibilities

<p><b>Deliver a quality service within the standards of the VET quality framework.</b></p>	<p><b>Support the Registered Training Organisation to comply with the conditions of its registration throughout the period of its registration including:</b></p> <ul style="list-style-type: none"> <li>• The requirements described within the National Vocational Education and Training Regulator Act 2011.</li> <li>• Fit and Proper Persons Requirements.</li> <li>• Financial Viability Risk Assessment Requirements.</li> <li>• Data Reporting and Provision Requirements.</li> <li>• Standards for Registered Training Organisations 2015</li> <li>• Standards for Training Packages.</li> <li>• Standards for VET Accredited Courses.</li> <li>• National Vocational Education and Training Regulator Act.</li> <li>• VET Quality Framework.</li> <li>• Standards for Registered Training Organisations 2011 and those imposed by ASQA on the registration of the RTO.</li> <li>• AQF Standards.</li> <li>• Specific Compliance and Performance requirements outlined in individual funding agreements.</li> </ul>
<p><b>Provide direct support to All Wesley Vocational Institute and Wesley Training students.</b></p>	<ul style="list-style-type: none"> <li>• Greet clients and provide frontline assistance over the telephone, via email, social media and face to face.</li> <li>• Liaise with internal and external stakeholders, Managers, Coordinators, Compliance staff, trainers, suppliers, clients, government, corporate and industry training bodies as required.</li> <li>• Prioritise tasks according to needs and timeframes.</li> <li>• Process student payments, accounts payable and maintain petty cash as requested.</li> <li>• Review and submit request for approved Trainer / Assessor documentation, Training and Assessment Strategy and program files to support the intent of standard one.</li> <li>• As delegated maintain specific Wesley Vocational Institute / Wesley Training assets, facilities, ordering resources and maintaining resource library's to ensure each appropriate learning environment is professionally presented at all times</li> <li>• Provide support in the development, coordination, validation, delivery and evaluation of training programs.</li> <li>• Undertake the preparation and maintenance of course files, student files and student assessment evidence.</li> <li>• Provide support and welfare services to stakeholders as required as outlined in relevant standards.</li> <li>• To prepare, review and submit documents which support the assessment of student's current and prior experience and learning as outlined in relevant standards.</li> <li>• To assess the suitability and training needs of potential clients within the framework of standard five, and ensure that an appropriate adult learning environment is cultivated and maintained</li> </ul>

<b>RTO Business Development and Sustainability</b>	<ul style="list-style-type: none"> <li>• Support the sourcing, review, validation, and ordering of training and assessment resources as outlined in relevant standards.</li> <li>• To support Wesley Mission and WVI process to recruit, supervise and develop appropriately qualified and experienced trainers and assessors.</li> <li>• To liaise with government, corporate and industry bodies and officials and maintain an effective professional network.</li> <li>• Undertake various administrative and compliance tasks relevant to RTO operations, business development and implementation of all projects.</li> <li>• To research, promote and implement a range of vocational, learning and development programs and activities that meet the requirements of a variety of client groups within the framework of relevant standards.</li> <li>• As delegated, evaluate all projects and services to ensure they are being delivered within the parameters of the training package using and approved training and assessment strategy as outlined in relevant standards.</li> <li>• Assist with planning to match future requirements with resources</li> </ul>
<b>RTO Business Development and Sustainability</b>	<ul style="list-style-type: none"> <li>• To support the RTO to operate viably, sustainably by meeting financial and organisational targets within the intent of relevant standards.</li> <li>• To support new and existing partners through the effective contextualisation, sale, orientation, delivery, assessment, monitoring and graduation of high quality accredited and non-accredited training products that fit within Wesley Missions scope of operations as outlined in relevant standards.</li> <li>• To identify appropriate business opportunities by participating in business development forums, validation meetings and attending marketing events and conferences as requested.</li> <li>• To generate income generating sales opportunities which meet individual, team and organisational outcomes.</li> <li>• To work within the promotion and marketing guidelines outlined in relevant standards.</li> <li>• To build Wesley Missions brand and reputation by maintaining a professional image at all times, including on all social media.</li> </ul>
<b>Partnership Management</b>	<ul style="list-style-type: none"> <li>• Coordinate Wesley Vocational Institutes relationship with internal and external partners as delegated.</li> <li>• Travel as requested to complete stakeholder engagement, validation, compliance and relationship management functions as requested by the Group, Quality and Performance, Operations or Executive Manager's.</li> </ul>
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Support a culture of continuous quality improvement by actively recording, reviewing and responding to compliments and complaints within the intent of relevant standards.</li> <li>• Develop and maintain industry specific standards and standards as per Wesley Mission's Quality Policy.</li> </ul>
<b>Data collection and management</b>	<ul style="list-style-type: none"> <li>• Enter and review student, course attendance, employer and compliance related data into the approved CRM on a daily basis.</li> <li>• Collect, review and submit AVETMISS data as requested.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Engage with students, stakeholders, employers, staff and customers as required to maximise their positive training experience.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Perform other duties consistent with the functions and roles of the Course Advisor as directed by your supervisor.</li> </ul>

## 2. Other Professional Responsibilities

<p><b>Values Driven Service Culture</b></p>	<ul style="list-style-type: none"> <li>• Proactively support a positive service culture across all service areas and provide leadership that is supportive, non judgemental and reflective of Wesley Mission’s values</li> <li>• Meet monthly with your supervisor to ensure individual accountabilities, attitudes and targets are being achieved.</li> <li>• Ensure all training and assessment staff participate in ongoing professional development, training, staff satisfaction surveys and recognition activities.</li> </ul>
<p><b>Positive Stakeholder Relationships</b></p>	<ul style="list-style-type: none"> <li>• Work with other internal and external partners and specialists, other staff and teams across Wesley Mission in Word and Deed areas as well as the wider work of the Uniting Church as required.</li> <li>• Attend significant social events and formal business meetings of Wesley Mission and prepare reports for the Wesley Mission Board and other executive committees as required.</li> <li>• Seek to attend four internal stakeholder events annually such as: Staff Dedication Service; Staff Thanksgiving Service; Volunteer Appreciation Activities; Annual General Meeting or other events with consultation.</li> </ul>
<p><b>Financial Accountability &amp; Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Assist RTO Management to contribute to the KPI management process and ensure that the outcomes result in continuous improvement within all programs and services.</li> <li>• Encourage staff to implement environmentally positive work practices</li> </ul>
<p><b>Effective WH&amp;S &amp; Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Be appropriately responsible under the Work, Health and Safety legislation for the health and safety of persons for whom you are responsible, including the reporting of hazards and injuries and compliance with all site procedures</li> <li>• Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work, Health and Safety</li> <li>• Ensure that risk management principles are exercised; registers are maintained; risk are renewed annually; costs for risk mitigation strategies are included in business plans and budgets, and incidents of high or material risk are reported immediately to the General Manager, Superintendent and Senior Manager responsible for risk.</li> </ul>

### 3. Relationships

- **Reporting to:**
  - Group Manager, Wesley Vocational Institute.
- **Key Management Relationships:**
  - Work under the direct supervision of Group Manager, with accountabilities to the Quality and Performance Manager and Operations Manager.
- **Key Networking Relationships:**
  - Executive Manager, Senior Managers of Health, Conferences and Education (HCE) and other portfolio areas.
  - HCE staff
  - Wesley Mission teams, Committees, Networks and Boards as appropriate.
  - Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

### 4. Performance Measures

- 4.1 Awareness and engagement with the annual business strategies that align with the strategic directions of Wesley Mission and also reflect the vision and mission of the organisation.  
**Measure Tools:** *EDC document strategic plan.*
- 4.2 Significant internal and external stakeholder relationships are developed and maintained which meets monthly, quarterly and annual individual performance targets.  
**Measure Tools:** *Monthly KPI reports, Staff satisfaction tool and EDC document*
- 4.3 There is demonstrated willingness to embrace RTO policy and procedures and implement agreed framework guidelines.  
**Measure Tools:** *Monthly KPI reports and EDC*
- 4.4 There is demonstrated effectiveness with people relationships, team participation and engagement with Wesley Mission Word and Deed services.  
**Measure Tools:** *Attendance at 4 significant Wesley Mission events annually. EDC tool and staff satisfaction tool feedback*
- 4.5 Planning objectives, performance and outcomes demonstrate alignment with all relevant external regulations as well as internal policies, procedures and RTO management requirements.  
**Measure Tools:** *Monthly KPI reports and EDC tool*
- 4.6 Participation in training and development activities as requested by supervisor or Training Operations Manager.  
**Measure Tools:** *Staff satisfaction report, staff training register & EDC document*
- 4.7 An empowering, positive people management style is evident which clearly expresses Wesley Mission values to clients, colleagues and other stakeholders  
**Measure Tools:** *EDC document, staff satisfaction tool.*

## **5. Selection Criteria**

### **5.1 Knowledge**

- Formal qualifications in administration, training, business, management or other related discipline.
- Minimum 1 year working experience gained within the business, training or professional sector.
- Knowledge and experience in working with relevant training packages and systems.
- Solid working knowledge of training package requirements and the regulatory obligations of the business.
- Experience in the measurement and management of business targets.

### **5.2 Skills**

- Advanced level skills in establishing and maintaining business systems: Identifies, designs and develops systems to enhance stakeholders learning experience and ensure the successful implementation of viable training programs..
- Advanced level in analysis & problem solving skill: demonstrates the ability to secure relevant information and identifies key issues to make sound decisions with long term positive impact.
- Advanced level in relationship management: Builds and maintains mutually beneficial, collaborative relationships across different groups in a business partnership model, based on Wesley Mission's values.
- Advanced level in innovation management: Generates creative ideas and actively contributes to a continuous improvement culture.
- Strong interpersonal skills: Ability to build individual and team motivation and also secure outcomes in a matrix management environment.

### **5.3 Computer Skills**

- MS Office
- VETTRAK