



Position Description

Wesley Training



Trainer/Assessor Wesley Vocational Institute

Agreement

Signed – Trainer/Assessor

Signed – Operations Manager, Wesley Training

Name

Name

Date

Date

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>Deliver a quality service within the standards of the VET quality framework.</p>	<p>Support the Registered Training Organisation to comply with the conditions of its registration throughout the period of its registration including:</p> <ul style="list-style-type: none"> • The requirements described within the National Vocational Education and Training Regulator Act 2011. • Fit and Proper Persons Requirements. • Financial Viability Risk Assessment Requirements. • Data Reporting and Provision Requirements. • Standards for Registered Training Organisations 2015 • Standards for Training Packages. • Standards for VET Accredited Courses. • National Vocational Education and Training Regulator Act. • VET Quality Framework. • AQF Standards. • Specific Compliance and Performance requirements outlined in individual funding agreements.
<p>Objectives</p>	<ul style="list-style-type: none"> • To develop and/or deliver and/or assess learning and development programs and activities that meets the requirements of all stakeholders. • To contribute to the establishment and maintenance of a supportive learning environment that achieves successful outcomes and meets the individual needs of a diverse client group • To provide a quality service in compliance with Wesley Mission, Wesley Vocational Institute, the national VET standards for registration, the Australian Qualifications Framework (AQF) and related policies and procedures. • To support business improvement & development activities as requested.

Position Responsibilities	<ul style="list-style-type: none"> • Deliver vocational education and training programs suitable for adult learners that meet the individual needs of the client group, Wesley Vocational Institute, RTO registration and funding requirements. • Conduct delivery and assessment at various nominated premises, using only the nominated WVI and agreed delivery structure(s), materials and human resources in compliance with Training Package guidelines. • Attend regular review meetings, trainer workshops and validation meetings as arranged by WVI. • Conduct business development activities, including marketing and tender preparation, which increases or creates opportunities for Wesley Vocational Institute to secure funding or customers. • Assist in development and implementation of assessments that are relevant, appropriate and comply with the requirements of the Training Package and WVI Program's Assessment Guidelines. • Actively participate in assessment validation in accordance with WVI's validation schedule. • Assess the suitability and training needs of clients and ensure that an appropriate and supportive adult learning environment is cultivated and maintained. • Research, develop and/or maintain appropriate and relevant resources and learning materials. • Evaluate the effectiveness of learning and development programs and activities. • Undertake various administrative tasks relevant to the development and/or delivery and/or assessment of programs and activities. • Maintain and securely keep accurate training records. • Support new and existing partners through the effective contextualisation, 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. • Identify appropriate business opportunities by participating in fortnightly business development forums, validation meetings and attending marketing events and conferences as requested. • Work within the promotion and marketing guidelines outlined in relevant standards • Build Wesley Missions brand and reputation by maintaining a professional image at all times, including on all social media.
Partnership Management	<ul style="list-style-type: none"> • Manage Wesley Vocational Institutes relationship with internal and external partners as delegated. • Travel as requested to complete stakeholder engagement, validation, compliance and relationship management functions as requested by the Group, Operations or Executive Manager's.
Continuous Quality Improvement	<ul style="list-style-type: none"> • Support a culture of continuous quality improvement by actively recording, reviewing and responding to compliments and complaints within the intent of standard six.
Data collection and management	<ul style="list-style-type: none"> • Enter and review student, course attendance, employer and compliance related data into the approved CRM on a daily basis.
Customer Service	<ul style="list-style-type: none"> • Engage with students, stakeholders, employers, staff and customers as required to maximise their positive training experience.

Other Duties	<ul style="list-style-type: none"> • Perform other duties consistent with the functions and roles of the Trainer/Assessor as directed by your supervisor.
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2. Other Professional Responsibilities

Values Driven Service Culture	<ul style="list-style-type: none"> • 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 • Meet monthly with your supervisor to ensure individual accountabilities, attitudes and targets are being achieved. • Participate in ongoing professional development, training, staff satisfaction surveys and recognition activities.
Positive Stakeholder Relationships	<ul style="list-style-type: none"> • 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.
Financial Accountability & Sustainability	<ul style="list-style-type: none"> • Assist RTO Management to contribute to the KPI management process and ensure that the outcomes result in continuous improvement within all programs and services. • Encourage staff to implement environmentally positive work practices
Effective WH&S & Risk Management	<ul style="list-style-type: none"> • 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 • Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Occupational Health and Safety • 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
Validated Compliance Standards	<ul style="list-style-type: none"> • Ensure all service delivery locations have evidence of standards monitoring in place to meet compliance and performance requirements of relevant governance regulations, industry codes associated with service accreditation and external audits, as well as Wesley Mission internal audits on policy and procedure implementation. • Participate at least annually in the Mission's Personal Review and Development Process

3. Relationships

- **Reporting to:**
 - Group Manager, Wesley Vocational Institute.
- **Key Management Relationships:**

- Work under the direct supervision of Group Manager, with accountabilities to the Operations Manager and Quality and Performance Manager.
- **Key Networking Relationships:**
 - Wesley Training 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: *ECD document 3-year 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 PR&DP document*
- 4.3 There is demonstrated willingness to embrace RTO policy and procedures and implement agreed framework guidelines.
Measure Tools: *Monthly KPI reports and ECD document*
- 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. PR&DP 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 ECD document*
- 4.6 Participation in training and development activities as requested by supervisor or Training Operations Manager..
Measure Tools: *Staff satisfaction report, staff training register & ECD 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: *ECD document, staff satisfaction tool.*

5. Selection Criteria

5.1 Knowledge

- Formal qualifications in training, minimum Certificate IV in Training and Assessment (TAE40110 or TAE40116).
- Demonstrated recent experience delivering quality training and assessment in VET.
- Minimum 3 years relevant industry experience.
- Knowledge and experience in working with relevant training packages and systems.
- Knowledge of training package requirements and the regulatory obligations of the business.

5.2 Skills

- Ability to develop VET training programs aligned to the VET Quality framework.
- Demonstrated knowledge of issues surrounding the establishment, design and coordination of accredited training compliant with the AQTF.
- High level of organisational and time management skills.
- High level of written and verbal communication skills, including the ability to resolve conflict situations.
- Strong computer literacy skills, including the Microsoft office and database applications.

5.3 Computer Skills

- MS Office
- VETTRAK

