

TRAINER AND ASSESSOR (DISABILITY & AGED CARE)

THE ACCESS GROUP – ABOUT US

Access Community Services Limited is one of Australia's leaders in multicultural issues, with over 30 years of experience in the provision of settlement, employment, training, youth support services, housing and social enterprise opportunities for migrants, refugees and Australian born clients. Services are delivered right across Queensland with a particular focus on the South East, including Logan City, Ipswich City and the Gold Coast.

Access is a community based, not-for-profit organisation committed to community development and capacity building.

ROLE PURPOSE

To leverage Access Education and Skills Development strategic theme of Building Organisational capability by ensuring that learning and development activities support current and future business needs for best service and expertise.

Providing high quality training and assessment services to build the capabilities of our students and the employers that we work with by planning, developing, delivering and reviewing training and assessment in line with the Australian Skills Quality Authority (ASQA), State Training Regulators and Authorities, State and Federal Government contracts and guidelines, Training Packages and all other Access Education and Skills Development guidelines and requirements.

This role is also responsible for the promotion, sale and implementation of learning and development programs and strategies across the incumbent's industry of expertise utilising a range of government funding and Fee for Service programs available. Further, this role provides on the ground support to the Executive Manager Education and Training Services, Training Manager and Compliance Manager.

KEY RESPONSIBILITIES

- Conduct training and assessment in Certificate III Individual Support (Ageing and Disability) on-the-job and in classroom, in accordance with agreed schedules and training plans
- Be responsible for and maintain own currency in industry (vocationally) and in VET (Vocational Education and Training) – this includes but is not limited to training packages, vocational qualifications, VET qualifications, industry standards and compliance with the National VET Standards for Registered Training Organisations.
- Development, preparation, validation and moderation of training and assessment materials including but not limited to learner materials, assessment materials, RPL documentation, training and assessment strategies and industry consultation documentation
- Contribute to continuous improvement in relation to training and assessment practices, procedures and tools
- Liaise with the Training and Compliance Manager to ensure all processes relating to training program development, administration and delivery occurs in line with proposals, service agreements and Access' policies and procedures.
- Maintaining in a timely and accurate manner all administrative protocols in relation

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training program development, delivery, progression and completion in accordance with any and all relevant compliance and contractual requirements.

- Submit all training documentation accurately and in a timely manner but no longer than one fortnight, this includes but is not limited to file notes, training and attendance records, assessments, third party reports, observation assessments, RPL applications and competency conversations, student contract acknowledgements and other documentation as may be required.
- Monitor student training progression and follow-up non-attendance of students and advise the training coordinator of any issues or concerns.
- Ensure learning and assessment materials are requested and ordered in a timely manner.
- Provide complete and accurate activity reports included but not limited to – No TAR Report, Trainer Information Report, Trainer Actual Hours and Pipeline.
- Identify and develop new business opportunities for Access Education and Skills Development
- Develop and maintain existing business opportunities
- Manage and ensure that position and contract KPI's, milestones and outcomes are achieved
- Through a consultative approach, support broader Access Education and Skills Development and Access Community Services Limited business units around service delivery.
- Other tasks and duties as requested and directed by Management

KEY PERFORMANCE INDICATORS (KPI'S)

- Promote, deliver and assess profitable nationally accredited training programs ensuring quality student intake and minimal attrition rates
- Provide training and assessment services in line with required training program start and end dates and in accordance with developed and agreed training schedules
- Participate in VET Regulator compliance requirements directly relating to assessment development, validation and moderation and seeking industry consultation and collaboration to ensure the delivery of industry relevant and quality training services
- Ensuring student progression and successful completion is paramount, not limited to following up students to ascertain any training issues or concerns, good news stories, employment outcomes or employment improvements
- Maintain and provide evidence of knowledge and currency of vocational and VET industry
- Provide all reports, student training and assessment documentation, surveys/questionnaires and compliance documentation as and when requested by management
- Maintain data integrity of client and employer management
- Results Focus – Identify what results are important and persistently focus resources to achieve them.
- Customer Responsiveness – Identify, understand, build relationships with, and adapt to the requirements of external and internal customers.
- Emotional Intelligence – Perceive, control and evaluate emotions. Demonstrate self-awareness, self-regulation, motivation, empathy and people skills.
- Problem solving and critical thinking – Seek to identify, define, critically analyse and resolve work problems through research and testing alternative ideas and approaches.
- Communication – Effectively interact and exchange information, write reports, present, assert and use appropriate commercial language.
- Collaboration – Influence, build relationships, manage conflicts and negotiate to

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produce successful outcomes

SELECTION CRITERIA

Skills, Experience & Other Requirements

- Hold TAE40110 Certificate IV in Training and Assessment or TAE40116 Certificate IV in Training and Assessment (or its successor)
- Hold Vocational qualifications (mapped or otherwise) at least to the level or higher of the qualification delivered and assessed
- Demonstrated current knowledge of the VET sector, ASQA and the compliance framework that governs Registered Training Organisations;
- Evidence of Industry currency of no more than 2 years in the area of vocational delivery
- Excellent communication skills
- Ability to prioritise and manage time effectively
- Proven computer literacy skills with immediate to advanced Microsoft Office skills and databases
- Ability to build strong working relationships and networks with internal and external stakeholders
- Ability to work independently or as a member of integrated teams
- Ability to display initiative, provide effective solutions and exercise judgement surrounding competency
- Demonstrated organisational skills with the ability to work under pressure whilst paying attention to detail.
- Current Drivers License
- Current QLD Paid Blue Card or ability to obtain one
- Rights to work in Australia

APPLICATION & REMUNERATION

Reports to:	Training Manager
Hours:	Fixed term full time position - Hours of work will generally be between Mondays to Friday from 8.00 am to 4.00 pm but may vary according to project or management needs.
Term of Employment:	Fixed term full time contract for 12 months; any extension will be subject to organisational review prior to cessation date.
Location:	Based across Brisbane South and regional areas so some travel is required.