



Position Description

Position Title:	Training Coordinator
Region:	Logan, Queensland Corporate
Division:	The Training House
Responsible to:	National Training Manager
Direct Reports:	<i>One Link Trainers and Learner Supports; Administrative (0.5)</i>
Date:	February 2010

Primary Objectives

- To coordinate the training and assessment services provided by The Training House within the “Train to Care” project
- To ensure the Training House delivers high quality learning options for the Logan area;
- To oversee and mentor Training House staff to ensure they have access to resources and support and guidance to best deliver their training;
- To manage the implementation of the training model and its delivery;
- To assess eligibility of all trainees who register for training in line with Onelink and Train to Care outcomes;
- To ensure training programs are appropriately offered and delivered in compliance with legislative and regulatory obligations and best practice;
- To promote the reputation of the Training House as an efficient, accountable and excellent training provider.

Key Accountabilities

- Coordinate deployment of staff Training House staff rosters and hours of work.
- Assist in the development of Training and Assessment support material to comply with AQTF standards for RTOs.
- Support RTO operations staff in maintaining compliance with AQTF standards..
- Liaise with other service providers.
- Conduct assessment validation activities and report findings to RTO operations
- Oversee AQTF customer satisfaction evidence gathering.
- Process RPL and Credit transfer applications, within area of expertise.
- Research and advise of appropriate training resources to support accredited training.
- Implement, follow and promote the organisation’s Policies, Procedures, Work Instructions, and Occupational Health & Safety guidelines & instructions.
- Promote a positive workplace for service users, supporting their rights, interests and needs, upholding Duty of Care and Dignity of Risk.
- Ensure adherence to all QA and OH&S policies.

Other Responsibilities

- Attend scheduled meetings as requested including teleconferences with RTO.
- Maintain positive staff relations environment and promote teamwork.
- Maintain and develop new relationships with external providers to ensure continued growth of the Training House.
- Ensure processes adequately manage issues of confidentiality and privacy.
- Effectively maintain training records.
- Contribute actively to the HWNS Quality Improvement program through attendance at meetings, participation in audits as required.
- Participate in an annual performance appraisal with the National Training Manager.
- Undertake other responsibilities as required by the National Training Manager within the scope of skills, knowledge and experience.

OH&S

- Perform duties in accordance with OH & S requirements including:
 - Take all necessary steps to ensure the health and safety of self and others in the workplace.
 - Report all incidents, near misses and hazards.
 - Comply with HWNS safety policies and procedures.
 - Ensure that OH&S is effectively managed at operational level in relation to areas of client/trainee risk and support.
 - Maintain a degree of physical fitness required to effectively meet the demands of the position.
 - Assist HR/OH&S Advisor with the implementation and maintenance of OH&S systems and procedures.

Opportunities

- To assist in the development of a new training service in the Logan area and establish best practice at a “start up” phase.
- To make use of organisational resources to develop and implement best practice training for trainees.
- To work with a range of trainers and trainees who have diverse learning needs, providing the opportunity to increase professional knowledge and skills.
- To participate in a new project that combines vocational education and training with practical and on going work placement

Decision Making

Independently

There will be some independent decision making. The position will consult with the National Training Manager on decision making and planning that falls outside established guidelines.

With input

The position will report to the National Training Manager. Priorities of service and delivery will be negotiated with the National Training Manager and Senior Manager of the Train to Care project.

Recommends

Makes recommendations to the National Training Manager in relation to improvements in systems and procedures, and best practice processes.

Guidance

The position will be guided by the National Training Manager and Senior Manager of the Train to Care project.

Key Communications/Interactions

Internally

On a regular basis, with National Training Manager, RTO Operations Manager, RTO Training Coordinator, Senior Manager – Train to Care, Logan Trainers, Work Experience Coordinator and Learner Supports, Administrative Assistant and trainees. Infrequently with Burleigh Training Coordinator, State Manager QLD, Human Resources Advisor, Finance and Administration Manager, Burleigh staff.

Externally

There is an expectation that this position will be in contact with external providers who may refer trainee's e.g Centrelink, Job Services Australia providers, Case Managers, DEEWR.

Knowledge, Skills & Experience

Essential

- **Demonstrated Coordination/Management experience within a registered training environment**
 - Certificate IV in Workplace Training & Assessment (BSZ40198 or TAA04).
 - Sound knowledge of the Vocational Education and Training System.
 - Recent Employment or training background in relevant community services including Aged Care; Disability; Home and Community Care; Mental Health.
 - Experience in the interpretation of Training Packages relating to a range of qualifications.
 - Proven ability to develop training and assessment strategies to meet training package requirements.
 - Experience in the development of learning and assessment resources.
 - Experience in the facilitation of both group and individual learning.
 - Demonstrated competence in conducting competency assessments.
 - Proven experience in the implementation of AQTF Standards for RTOs.
 - Proven and effective communication skills both written and verbal.
 - The ability to work independently or as part of a team.
 - Computer literacy including competency in the Microsoft Office suite of products.
 - Current Drivers Licence.
 - Ability to travel within the designated region and work a flexible spread of hours.
 - Willingness to continue to develop skills and knowledge.

Performance

Effective performance in the role will be evidenced by:

- Displaying relevant role competencies and attitudes.
- Rollout and implementation of appropriate policies, procedures and practices which are willingly and competently implemented by all Training House staff.
- Agreed deliverables are met or are in progress.
- Informal and formal feedback from external providers and Train to Care team is positive.
- Continuous improvement of training delivery demonstrated through consistent processes and the implementation of recommended practices.
- Evidenced positive and active participation in relevant meetings and training courses.

- Accurate records and reports are produced within designated time frames.
- Trainers and Learner Supports are effectively assisted and supported.

I have read the above job description and agree to perform the duties as described.

Employee name

Employee signature

____/____/_____
Date