POSITION DESCRIPTION

Position details

Position Title:	**Trainer Coordinator**
Program Area:	**Quality and Compliance**
Classification Level:	General Staff, Educational Services (Post Secondary Education) Award 2020, Level 6
Position Status:	Fulltime Ongoing
EFT:	**1.0**
Version:	**V1.30**
Date of Preparation: *(this version)*	**03/2021**

Signatories and endorsements

Supervisor Title:	**Quality and Compliance Leader**
Supervisor Signature:	
Manager Title:	**General Manager Programs and Sport North East**
Manager Signature:	
Incumbent Name:	
Incumbent Signature:	

The Centre encourages all people of diverse backgrounds to apply to join its team including but not limited to Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD), Sex, sexuality and gender diverse (LGBTQIA+) community and those living with a disability.

Position summary

The key focus of this position is to support The Centre's trainers/assessors in their:

- delivery of quality training, education and assessment to The Centre's learners,
- compliance with The Centre's training contracts requirements, Quality Management and Quality of Education and Care Framework requirements,
- continued professional development.

The incumbent will be responsible for implementing trainer support and compliance strategies, quality delivery monitoring processes and professional development initiatives to support The Centre's training and education programs achieve quality outcomes for learners, job satisfaction for trainers/assessors and The Centre's vision and purpose.

About The Centre

Our Vision

Bright futures, thriving communities

Our Purpose

We exist to unlock potential, creating positive connections and achieving rewarding opportunities with our staff, learners, clients, employers and communities,

Our values and behaviours

These values and behaviours guide us in how we do things at The Centre. Their purpose is to guide the Board, management, staff and our learners and clients as they interact with us and our communities.

Respect

We respect the right of all people to access opportunities to learn, grow and achieve the goals that are appropriate for them as an individual within their own circumstances.

Integrity

We value excellence and accountability in everything we do. We are committed to always being honest and trustworthy.

Empathy

We provide a safe environment that embraces diversity and equality. We value every person's potential and their right to take action to improve their lives.

Collaboration

We work in partnership with stakeholders, using their knowledge and skills and our own to create programs and services that add value to the lives of our people and communities.

For additional information relating to joining us and working at The Centre, please refer to Our Culture on our website.

Organisational environment

The Centre for Continuing Education Inc is a Registered Training Organisation (RTO) providing vocational education and training, and other learning and education programs in communities throughout the Victorian Hume region, including both large and smaller regional locations. The Centre, a community-owned not-for-profit adult and community education college, was established over 55 years ago. It operates a unique blend of community building programs, learner engagement support and education programs for people with low educational attainment and multiple challenges through to people seeking entry into the workforce. The Centre also offers a range of community programs to build the capacity of and achieve beneficial outcomes for our communities throughout the Hume region. These are provided through Sport North East Regional Sports Assembly, and the Community Programs teams. This provides us with significant opportunities to support and work with people in the community to overcome barriers and challenges to enable them to fully participate socially and economically in our communities.

The Centre operates out of campuses in Wangaratta and Seymour, and through local partnerships throughout the Hume Region.

The Centre's program areas are:

1. Vocational Education and Training (V.E.T) North,
2. Southern Region Programs
3. Learner Engagement Team
4. Sport North East (Regional Sports Assembly)
5. Community Programs.

These program areas are supported by the Business Operations, and Quality and Compliance teams.

The Centre is a Child Safe organisation, committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

The Centre is committed to building and nurturing a workplace that is free from discrimination, victimisation and allows for equal opportunity, including employment of Aboriginal and Torres Strait Islander people.

Reporting relationships

Reports to:	Quality and Compliance Leader
Supervises:	Nil

Contacts

Internal relationships	Trainers, tutors and assessors, Quality and Compliance team, VET teams, General Manager Programs and Sport North East, Business Development Officers.
External relationships	Other Learn Locals and V.E.T. providers, partners and other relevant stakeholders

The Centre operates through a collaborative, team-based structure.

Resource delegation

Budgeted purchasing delegation as per The Centre's Delegations Policy.

Key responsibility areas (KRAs)

1. Role Specific

1. Support the delivery of quality training and assessment to The Centre's Learners

1.1 Coordinate the implementation and collection of learner feedback on the quality of training services delivered
1.2 Provide support to trainers and assessors to implement andragogy principles in the delivery of training and assessment
1.3 Coordinate 'Communities of Practice' (CoP) for The Centre's program areas by creating agendas, setting up sessions and presenting information directly to trainer assessors and other staff.
1.4 Support implementation of peer support and continual professional development initiatives..

2. Implement and monitor The Centre's Quality Training and Assessment Framework, and Quality of Education and Care Framework

2.1 Complete Individual Performance Plans (IPP) and Individual Learning and Development Plans (ILDP) with each trainer and assessor across The Centre's delivery sites and locations
2.2 Support new trainers/assessors through The Centre's trainer/assessor induction processes
2.3 Follow-up learner survey feedback with relevant trainer/assessors
2.4 Support individual trainers/assessors in implementing support strategies for learners experiencing difficulties/barriers to learning or course completion
2.5 Review and provide feedback to individual trainer/ assessors on quality training and assessment practices in the classroom through regular catch-ups, mentoring and viewing live and online training sessions
2.6 Ensure trainer assessors meet all compliance requirements in relation to the delivery of training and assessment

3. Support trainers and assessors to meet The Centre's training quality and compliance requirements

3.1 Manage the process that all trainers/ assessor complete trainer matrix's annually for all qualifications they are delivering/assessing
3.2 Ensure all trainers/assessors are trained in their responsibilities in relation to The Centre's training compliance and contractual requirements
3.3 Monitor the continuous improvement register and take corrective actions with individual assessors

4. **Ensure the recruitment of quality trainer assessors to meet The Centre's training and assessment requirements**
   - 4.1 Conduct recruitment campaigns for trainer assessors across all The Centre's VET operations
   - 4.2 Screen potential candidates based on qualification and experience
   - 4.3 Arrange interviews with appropriately qualified applicants under the direction of the Quality and Compliance Leader.
   - 4.4 Support the interviewing and onboarding of new and potential candidates
   - 4.5 Support new trainer/assessors through The Centre's trainer/assessor induction processes.

5. **Contribute to the Quality and Compliance team:**
   - 5.1 Incorporate the team values of Knowledge, Reliability and Support in all aspects of work
   - 5.2 Support the design and development of training and assessment resources as required
   - 5.3 Actively contribute to Quality and Compliance team initiatives and meetings
   - 5.4 Represent the Quality and Compliance team at other meetings as required.

6. **General**

As a staff member of The Centre:

- 2.1 Contribute to The Centre's commitment to providing a child safe environment. This includes compliance with and support of The Centre's Child Safe Policy and related procedures, and Child Safe Code of Conduct.
- 2.2 Contribute to the process of continuous improvement, including new initiatives of The Centre.
- 2.3 Comply with the Code of Conduct and all policies and procedures of The Centre.
- 2.4 Comply with OH&S and Equal Employment Opportunity (EEO) requirements of The Centre.
- 2.5 Maintain excellence in customer service, a respectful and inclusive attitude to diversity, and commitment to continuous learning and improvement, to support The Centre's strategic growth and development.

Note: The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Specific performance targets will be negotiated as part of The Centre's regular performance planning and review process.

Accountability and authority

The incumbent will work within The Centre's policies, procedures, quality management processes and compliance requirements.

Additional information

A six month probationary period applies to this position.

The incumbent may be required to travel as part of completing the required duties of the role.

Skills, knowledge and abilities

Required key selection criteria (these criteria only to be addressed in employment application)

1. Demonstrated ability to work with individuals or as a team to increase outcomes for learners through

the delivery of quality training and assessment

2. Demonstrated understanding of androgogy and pedogogy and their application in creating inclusive learning environments, and supporting learners experiencing barriers/difficulties with learning
3. Demonstrated ability to support trainers/assessors and other staff to achieve high quality outcomes for learners
4. Excellent time management skills, including the achievement of key priorities
5. Ability to coordinate Communities of Practice, and other initiatives supporting the development of shared understanding and providing support and advice to trainers, assessors and other staff

Other required skills and knowledge

1. Strong communication and interpersonal skills that include the ability to provide open and honest feedback in a respectful manner.
2. Demonstrated ability to work autonomously, and as part of a team to develop and achieve team goals and program outcomes.
3. Demonstrated initiative and ability to adapt to change, a positive can-do attitude and willingness to accept responsibility for decisions and actions.
4. Strong time management skills with the ability to multi-task and deliver to required timeframes while maintaining a high attention to detail.
5. Excellent verbal, written and interpersonal skills
6. Strong computer skills with experience using Microsoft Outlook, Word, Excel and databases.
7. Ability to exercise discretion and maintain confidentiality within legal constraints around this.

Highly Desirable

Qualifications and Licences	Essential/Preferable
Degree or post-graduate qualification in Education or other relevant discipline	Highly preferred
Significant experience in supporting trainers/ assessors in the delivery of high-quality training programs	Highly preferred
Certificate IV in Training and Assessment	Essential
Current employee Victorian Working With Children Check Card (WWCC)	Essential
Satisfactory National Police Records Check	Essential
Current Australian Drivers Licence	Essential

Salary and conditions

- Salary packaging is available
- Annual performance appraisal
- Based in Wangaratta