

Job Profile



Position Title: Trainer / Assessor

Award: Labour Market Assistance Industry (LMAI) Award

Classification: Employment Services Officer Grade 2 (ESOG2)

Portfolio: Learning

Reports to: Training Manager / Program Coordinator - RTO

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: Head of Education and Learning

Employee Signature: _____ **Date:** _____

Job Focus

Provide efficient and effective training and assessment services to the clients of SYC as required.

KRA 1 – Operations

KRA 1.1 - Training

- Assess and address the varied learning needs of each student including language, literacy and numeracy.
- Conduct student inductions into the course/qualification.
- Ensure all training delivered meets the requirements of the Training Package, industry requirements and VET Quality Framework.
- Provide advice, support and mentoring to students.
- In conjunction with the Training Manager, report and/or resolve any complaints or incidents identified in accordance with established procedures.
- Complete all required **preparation and non-teaching tasks** associated with the delivery of training in a timely and accurate manner as required, including but not limited to:
 - Curriculum and lesson planning;
 - Pre-assessment of client and/or student needs;
 - Marking students' work;
 - Record management of student files;
 - Other administrative tasks and the provision of reports as requested.
- Work collaboratively with the Learning management team to deliver a best practice training product and to maximise the potential opportunities for SYC.
- Maintain and further develop one's required industry and professional knowledge.

KRA 1.2 – Assessment

- Complete and maintain all training and assessment records efficiently and accurately.
- Conduct assessments, including skills recognitions and recognition of prior learning, which meets the requirements of the Training Package, industry requirements and VET Quality Framework.
- Monitor and evaluate student progress pre, during and post course as required.
- Participate in and contribute to validation as per the Validation Schedule and undertake follow up actions as required with the Manager.
- Complete all required **preparation and non-teaching tasks** associated with the assessment of training, including but not limited to:
 - Develop and implement Training and Assessment strategies to maximise client and learning outcomes.
 - Develop and update training and assessment tools and resources that meet the requirements of the Training Package, industry requirements and VET Quality Framework.

KRA 1.3 – VET Compliance

- Maintain and document currency of qualifications and relevant industry experience.
- Participant in internal and external audits and undertake follow up actions as required with the appropriate Manager.

KRA 1.4 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisations beliefs and values including a relentless belief in people and their potential, rewarding courage, creating trust and working together.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Compliance

- Always operate, comply and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct;
 - Privacy Policy
 - Keeping Children and Young People Safe Policy;
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity;
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.

- Support workplace gender equality by treating both men and women equally and fairly across all levels of the organisation.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Trainer Responsibilities

As per all employee health and safety responsibilities **and** including:

- Ensure risk management activities identified for the activity/project are implemented, regularly monitored and maintained.
- Ensure health and safety reporting by participants/students is completed and provided in a timely manner.
- Ensure all participants/students follow emergency procedures.
- Ensure all participants/students are provided with information, instruction, training and supervision to effectively and safely perform their work duties.
- Report to management any matters which may affect the health and safety of people, the work environment or the effective operation of the health and safety system.

Qualifications and Experience

- Relevant industry-based qualifications and experience is essential.
- TAE40110 Certificate IV in Training and Assessment (or its successor) or diploma or higher-level qualification in adult education is essential.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Time management and organisation skills, able to plan, prioritise and achieve outcomes with minimal supervision and/or direction and to successfully meet deadlines.
- Strong engagement skills, able to create enthusiasm and foster trust, cooperation and the support of others to achieve quality client outcomes.
- Communication:
 - Able to prepare and present information and ideas in a clear, concise and engaging manner;
 - Able to impart knowledge and adapt and maintain effectiveness with a wide range of people in a variety of different situations;
 - 'Up front' presentation skills with a flexible approach to the delivery of training on or off site;
 - Listening skills, able to take in information and to provide an appropriate response to requests made;
 - Develop effective learning materials and written documentation, including reports.
- Well-developed literacy skills; able to give meaning to complex information and to respond clearly and concisely to this information.
- Work collaboratively within a team environment along with a willingness to share information/knowledge with others.
- Conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Able to manage the cost-effective delivery of outcomes.
- Computer literacy with exposure to Office365

Able to demonstrate knowledge and understanding of:

- ASQA standards and the VET Quality Framework;
- Vocational Education and Training sector.

Key Attributes

- Demonstrates honesty, integrity and a high level of confidentiality.
- Reasonable level of assertiveness balanced with tolerance and tact / diplomacy.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

Competency Profile



Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement of this role and continued employment with SYC.
- Some out of hours work and/or intrastate travel may be required.
- Possession of a current valid Driver's Licence and willingness to drive is required.