

# Training Officer (HU-FT006)



*This form comes from the following departmental process:*

HU-FT Human Resources – Functional Statement, GTNT Training

<b>Position Title:</b>	Training Officer
<b>Business Unit:</b>	GTNT Training
<b>Location:</b>	Darwin
<b>Classification:</b>	Level 5 \$74,611
<b>Status:</b>	Full-Time Contract
<b>Probation period:</b>	3 Months (if applicable)
<b>Responsible to:</b>	International Engagement and Training Manager
<b>Preparation Date:</b>	November 2019
<b>Approved by:</b>	Human Resources

## **This position is responsible for:**

Planning and prepare training and training materials for the delivery of both accredited and non-accredited training programs to GTNT students.

The Training Officer will ensure that all training complies with the standards as defined by the Australian Skills Quality Authority (ASQA) and is responsible for all the assessments, resulting and registration of students in to the various data bases required by the company. The position includes performing basic administration duties, filing, dealing with customer enquiries-face to face, online and on the phone, recording of training information, making information packs and data entry.

## **Statement of specific accountabilities**

### **Training**

- Plan, organise and deliver group-based learning
- Assess student competence
- Plan assessment activities and processes
- Participate in assessment validation
- Design and develop assessment tools
- Plan, organise and facilitate learning in the workplace
- Design and develop learning programs
- Use training packages and accredited courses to meet client needs
- Address adult language, literacy and numeracy skills
- Maintain or upgrade qualifications as and when required to ensure current legislative or internal requirement.
- Maintain and update training records, this will include but not limited to, matrix and professional development.
- Maintain client management system (PowerPro)
- Promote and market the GTNT Training services and quality service schemes
- Provide quality advice and service provision to clients
- Seek business opportunities in accordance with departmental business plan.
- Perform other duties relevant to the position as required
- Travel Intrastate as required

## VQF

Assist with the maintenance and registration of the Registered Training Organisation function of GTNT, by continuing to meet the Standards set out in the VET Quality Framework (VQF). This responsibility includes:

- Report on statistical data, as required under funding agreements
- Perform annual client satisfaction survey and report to management.
- Participate in internal & external audits.
- In conjunction with the manager, develop, implement and monitor GTNT Training policies and procedures. Identify opportunities for improvement and resolve any discrepancies.
- Conduct investigations client complaints or concerns are raised through the complaint's procedure, regarding training.

## Other General GTNT position accountabilities

### **Policies and Procedures**

- Assist in the preparation, review and implementation of GTNT Training related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.

### **Workplace Health and Safety**

- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all hazards and accidents to their supervisor/manager
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

### **Customer Service**

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients
- Manage quality customer services.

### **Team**

- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

### **Additional Information**

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including: GTNT policies/procedures and protocols located in the Quality Manual System.

- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Northern Territory Employment and Training Act.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Result Areas will be negotiated as part of the regular performance planning and review processes.

The incumbent will be required to hold a current manual NT drivers licence and valid Working with Children clearance (Ochre Card).

Must demonstrate company values; *Be Accountable, Be Innovative, Integrity Is Everything, Customer Service Excellence, Respect Everyone and Think Safe Be Safe.*

## **Selection criteria**

- Completion of Certificate IV or higher TAE qualification and other relevant qualifications (according to training delivery requirements)
- High level of oral and written communication skills, with the ability to liaise at all levels across diverse disciplines with tact and diplomacy.
- Commitment to achieve high quality outcomes and services to clients.
- Ability to empathise with a diverse client group.
- Ability to work efficiently as a member of a small team and independently in a client focused area.
- Ability to be systematic in approach to work, comply with relevant guidelines, procedures, deadlines and demonstrates initiative.
- Good understanding of information technology.
- Understanding of confidentiality for organisation and clients.
- Must have a high level of knowledge and previous experience with working with:
  - National Training Packages
  - Registered Training Organisations
  - VET Quality Framework
  - Current and relevant qualifications in their field of delivery

## Training and Professional Development

### Position Training Requirements

- Certificate IV or higher in Training and Assessment (current) or equivalent
- Other appropriate qualification as required by ASQA for program delivery
- Current first aid certificate

### Additional Company Training Requirements

- Cross cultural awareness training
- WHS awareness training

## Remuneration Package

<b>Annual leave:</b>	5 weeks
<b>Sick leave:</b>	2 weeks
<b>Superannuation:</b>	In line with super guarantee charge

All other conditions are in accordance with the current GTNT Enterprise Agreement and company policy.

The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

I, \_\_\_\_\_ confirm I have read and understood my functional statement. I have a Complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*This form also relates to the following other forms:* Nil