POSITION DESCRIPTION
*(Under review February 2011)

Position Title: **Training Officer (TO)**

Location: **Australia**

Approved By: **Chief Executive Officer (CEO)**

Remuneration Level: **A1 or Volunteer**

QUALIFICATIONS
Minimum Requirements
Certificate IV Workplace Training & Assessment or above
(Training Staff who start with the RTO after 24th November 2005 must have a certificate IV in TAA04 with the units TAAASS401A, TAAASS402A and TAAASS404A or demonstrated equivalent competencies to the competencies in the TAA04.
And academic qualifications in the stream that is to be trained and assessed
With relevant industry experience

Essential Requirements

- Ability to deliver training in a group situation or one on one
- In depth knowledge of Microsoft Office Applications
- A reliable car
- Conform to standards with relation to completion of documentation
- Flexible with training needs of clients i.e. email/phone support
- Enjoy meeting new people
- Excellent presentation/communication skills
- Ability to prioritise and organise training sessions with trainees/mentors

POSITION SUMMARY
Our Company is a leading registered training provider, we are based in Melbourne and supply Training services to many Blue Chip clients throughout Melbourne and Country areas. The RTO will travel to client's workplaces to deliver training at monthly intervals. The RTO must be respondent to changes in the Training Industry and willing to upgrade skills for future needs of the business. The training delivered will be in line with national competency standards, at the Certificate III and Certificate IV level. The RTO may also be required to complete other duties as directed by management.

MAJOR AREAS OF RESPONSIBILITY

- The Employee must inform the Employer that the Trainee has completed a course.
- The Employee must be able to use their skills to train in sometimes difficult environments such as negative trainees, intellectually challenged trainees, older trainees. This is what sets the basic trainer apart from the professional trainer.

- The Employee must be professional at all times when under the employ of the Employer; they must represent The Employer in a highly professional, ethical, business like manner.
- It is expected that Employees have a fully encompassing knowledge surpassing the course that they will be training: e.g. namely Certificate III Information Technology Software Applications and if not then they will avail themselves prior to engaging any trainees of this knowledge, (this is to be done on the Employee's own unpaid time)
- Should a trainee state that he wants to apply for R.P.L; they will need to supply full documentation, Curriculum Vitae (Resume), Testimonials from appropriately qualified persons, Certificates, demonstration of knowledge and the like. Prior to any R.C.C. being approved, all documentary evidence must be supplied to Employee and Employee will then contact the Employer to make a final decision, if the Employee spends the equivalent time in obtaining and approving the R.P.L. for one unit, then the Employee will be paid for that particular unit, if the R.P.L. is not approved then the Employee will train the trainee in the stated unit and will only be paid the one payment for marking trainee competent in stated unit, not for any time spent with relation to R.P.L.
- Trainee Folders, assessment materials, evidence and other personal details of trainees must not be shown to anyone apart from the Employer.
- The Employee is responsible for the trainee’s folders whilst in their care. These must be securely stored and returned after each training visit and all appropriate forms/material and sign offs must be not delivered to the Employer.
- The Employee is responsible for the timely collection of Trainee Folders. These are to be collected from the Employer and returned to the Employer after training has been completed.
- The Employee must contact the Employer when they wish to return completed Trainee Folders. Such contact must be preferably by telephone, or alternatively by e-mail or voice mail.
- The Trainee Folders are to be returned and placed in the location provided by the Employer. The Trainee Folders shall be deposited in a locked container at such location and the Employee will be supplied with a key to such container.
- The Employee shall be provided with an Standard Operating Procedures Folder, which will be updated from time to time. The Standard Operating Procedures

Folder is to be used and complied with by the Employee at all times. This folder is the standards to be used.

- The Employee must return Trainee Folders with all evidence of completion and exercises stapled or otherwise pinned together, prior to return of same to the Employer.
- The Employee may be allocated trainees that have already commenced the course and/or the Employee may have their services rotated to other trainee(s) and removed from current trainee(s), this will allow full flexibility of the needs of the business as required.
- The Employee shall be responsible for contacting trainees/mentors and making appointments for visits.
- The Employee shall be responsible for ensure that standards are met with relation to training procedures.
- The Employee shall be responsible for gathering evidence of competence of Trainees.
- The Employee shall be responsible for modifying session plans as required.
- The Employee shall be responsible for ensuring that training is provided to Trainees. If a Trainee is absent from work, then Employee must return to workplace to complete training, and/or catch up at the next session. It is the Employee's sole duty to firstly try to organise another training session during the same month.
- There are 11 scheduled training visits per Trainee. The course will take 12 to 14 months to complete and the training is in 1 hour visits per month.
- Training folders must be returned to The Employer a minimum of five business days prior to the end of the month for which the training has been completed; this is required to allow conformance verification, administration of folders and approvals.
- Maintain the constant promotion of the business through appearance and conduct.
- Undertake travel as required (including interstate and overseas contact as required).
- Undergo training as required.
- Collect data from employer and student as per AQTF requirements.
- Complete other duties as directed by Manager.

- The Employee must fill in a tracking sheet, and complete whatever pre and post training administration paperwork is required and return to Employer as required.
- The Employee must present themselves as professional at all times and wear appropriate business attire.

MAJOR CHALLENGES

- Coping with a changing environment
- Working within set parameters set by "Standard Operating Procedures"
- Conforming to Standards
- Training in Work environment (whereby area might be small, computers might be outdated)
- Training certain trainees that have not been involved in any training for many years and are resistant to change
- Being able to arrange training appointments with geographical locations in mind, to reduce wasted time in travel

WORKING RELATIONSHIPS

Contact Procedures	**Purpose**
Training Director (TD)	**Escalations** of trainee/client issues, **HR** issues, **Productivity**, Continual Feedback, **Product** information, **Personal** or **Work** related issues if desired, **Quality** checks. This is not exhaustive.
Other Training Officer **(**TO's), Business development consultant (BDC's) and Administration Officer (AO)	**Lateral** service when required,
Clients (Trainees/Mentors)	**Monthly** contact, call one day prior to attending training session, **Monthly face to face** training

TRAINERS DUTIES

TRAINERS

Each trainer is required to abide by the following procedure to ensure effective and professional training delivery to our clients.

This process will ensure the administration of the trainer's work and evidence required meet, the standards of The RTO and satisfies Audit Criteria. Your Trainers Resource Manual covers all facets of training, procedures, assessment etc…

TRAINERS CASELOAD

Your Training Manager will designate new trainees.
Trainers are notified of new trainees for their caseload by an updated Trainee list that is either emailed or posted. This list is updated on a weekly basis.

FIRST VISIT

- The first visit should be conducted within 4 weeks of the commencement date. This date is on the Trainee List. Please contact the Employer to arrange a suitable date for training to commence.

- This visit should be a one-hour visit.
- During this visit the trainer will introduce the trainee to the course and 1st Unit, the trainee is to complete some of the exercises and hand copies of work completed back to trainer. This evidence is to be attached to the following forms and handed back to office.
- At the first visit Trainees should be handed the Student Handbook and Australian Qualification Framework (1st visit Kit) and be asked to fill in the following paperwork:
- The RTO Enrolment form (Form C)
- Statement of Understanding (Form H)
- Recognition of Prior Learning Signoff (Form G)
- Roles and Responsibilities – Trainer and Workplace Mentor (Form E)
- Training Plan (Form Jx) which outlines the course duration and content and a sample timetable
- Training Session Report (Form Kx)
- Preliminary Assessment Form (Form Bx)
- Prior to leaving the clients premise, the trainer must set tasks for completion by trainee over the next month, and book the next session

SECOND VISIT

Do not conduct the second visit until the Delta Number has been issued by ETTE.
The Delta number is added to your trainee list - please check when receiving updated training lists.
Call the client one day prior to attending session, to ensure confirmation.
At this session the trainee will demonstrate the knowledge learnt with reference previous unit, trainer must assess trainee to ensure that they meet conformance to performance criteria. Trainers will then sign off on competency of trainee and introduce next unit to trainee. The trainer must set tasks for completion by trainee

over the next month, and book the next session.

FURTHER VISITS

Subsequent visits should be conducted every 3-4 weeks. In some instances, the training may be done sooner with permission from the Training Manager, after negotiation with the trainee's employer. However, if training is more frequent it must not be any less than two weeks apart.

The number of visits allocated for each, Traineeship will vary according to the Certificate Level and the Industry. Please talk to your Training Manager regarding the amount of visits per trainee per certificate. If there are any issues in delivering Training required within the timeframe please see your Training Manager.

FILE NOTES

If there are any issues regarding the Trainee and their training please make a File Note so that it can be recorded on VETtrak and the Trainee's file.

GROUP DELIVERY

Training can be charged per trainee in groups of up to 3 people. If you are training larger groups the amount you charge must be negotiated with your Training Manager. (Full-time staff, please disregard this paragraph).

TRAINING PLANS

It is an audit requirement that there are 4 Training Plans for each Trainee by the end of Training delivery.

- 1st Training Plan must be done on the first visit and submitted with the rest of the evidence. Keep a photocopy of this Training Plan to update at each Training Session as Competencies are achieved.
- 2nd Training Plan updated and submitted at approx 4th visit
- 3rd Training Plan updated and submitted when the Trainee enters the Elective Phase
- 4th Training Plan must be submitted with the final Session Report

EVIDENCE FOR EACH COMPETENCY

There must be 3 pieces of evidence required to support each competency achieved. e.g. one piece from the Trainees Workbook, and an Assessment Grid.

Integrated Assessments must also be submitted for each phase of the training. Some streams of training may not have Integrated Assessments. In these instances it is important to discuss your assessments with your Training Manager.

EVIDENCE MUST BE SUBMITTED WITHIN TWO WEEKS OF TRAINING. (Do not hold on to evidence until it is convenient etc).

STRUCTURED TRAINING WITHDRAWAL

Structured Training Withdrawal details must be noted on the Training Plan for trainees who are undertaking a Funded Certificate III or IV level traineeship. You can check on your Trainee List if the Code is F (funded), U (unfunded), or FS (Fee for Service).

Structured Training Withdrawal is three hours per week for full time trainees or pro rata for part time trainees. It is imperative that the trainer gets the trainee and mentor to initial and tick the check boxes on the Training Session Report (Form_K) to state that twelve hours was completed during month.

Structured Training Withdrawal is designed to enable the trainee to practice the particular module he or she is studying in the workplace with the supervisor as mentor.

The updated Training Plans should be modified and submitted with your evidence.

CONTACT SHEET

A Contact Sheets (See Form_B in training folder) must be kept for each Trainee, to note all visits, phone calls, problems etc. This is handed in with the completed Training Plan when training is finished. The Contact sheet must be kept up-to-date, as it can be liable to random audit.
See copy of Contact Sheet below:

Trainee Name: ________________ Trainer: ________________
Date:___/___/______

DATE	**UNIT**	**COMMENT**	SIGNATURE	
			Trainer	**Trainee**
		Onsite administration & sign up for Certificate III in [name of course], delivery of student handbook and grievance procedure, [RCC explained and offered if app]		
		Onsite preliminary Assessment/Pre-training review of skills/Enrolment in first unit/s [First Unit]		
		Onsite Assessment in: Enrolment and Delivery in:		
		Onsite Assessment in: Enrolment and Delivery in:		
		Onsite Assessment in: Enrolment and Delivery in:		
		Onsite Assessment in: Enrolment and Delivery in:		
		Onsite Assessment in: Enrolment and Delivery in:		

There is also a File Note Sheet (Form_D) where trainers can insert any pertinent information; this sheet is also contained in the training folder for future reference.

See example below:

File Note

Date..................................... **Visit No...............**

....

....

....

....

CANCELLATIONS AND VARIATIONS

All cancellations and variations must be completed immediately. As soon as you become aware of a problem with the Trainee ensure that you have the relevant documentation completed and that you notify the Traineeship Administration area immediately by phone, as OTTE must be informed immediately via the Website. In the case of death of a Trainee notification must be made within 24 hours. A copy of the Cancellation or Variation form is to be placed on file with the date that OTTE was notified.

TRAINING PLANS / VISIT (SESSION) REPORTS
See Trainers Resources and induction day training.

RESOURCES

When you receive your Trainee List of new trainees, you need to order the resources immediately. There is a 1-week waiting period for resources once ordered.

E.g.: A First Visit Kit (contains Code of Practice, Student Handbook and Enrolment Form and Statement of Understanding) and Core Modules of the Traineeship to be delivered.

The Resource Order must have the name of the Trainee and Organisation to track resource delivery.

Resource Order form (Form_XD)				
Unit	**Trainee**	**Client**	**Workbook**	**Assessment**
			1	
			1	
				1

MAJOR CHALLENGES of the TRAINER/ASSESSOR

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