

Job Description Form	Training and Development Centre Coordinator
Work Group:	Workforce and Sector Development
Work Unit:	Workforce and Sector Development
Reports To:	Deputy Chief Executive Officer
Direct Reports:	Nil
Award / Agreement:	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification:	Administrative Grade 5
Approved by CEO:	1 st December 2021 (Des Martin)

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services' Model of Care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Training and Development Centre Coordinator is accountable to the Deputy Chief Executive Officer, and is responsible for coordinating and overseeing all operational activities and functions of the AHCWA Training and Development Centre (TD&C). This includes

developing and maintaining quality, safety, risk, compliance and governance systems, to ensure the efficient and effective operation of the TD&C.

The occupant will work collaboratively with a wide range of people from within and beyond the organisation to achieve quality improvements and strategic goals and act as a resource for all employees within the organisation on quality, risk and safety issues.

The Training and Development Centre, which became a Registered Training Organisation (RTO) in 2008, delivers a number of accredited and non-accredited qualifications and workshops providing culturally appropriate education and training to Aboriginal and non-Aboriginal people across Western Australia.

The Training and Development Centre Coordinator will formulate policies, based on sound risk management principles, and in accordance with delegated authority, to manage the compliance assessment of the AHCWA RTO against regulatory requirements.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Service Registered Training Organisations, the Training Accreditation Council of WA and the Australian Health Practitioner Registration Agency.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
T&DC COORDINATION AND LEADERSHIP	– Together with the Deputy CEO and the Senior Quality and Compliance Officer, coordinate and oversee all operational activities and functions of the T&DC.

	<ul style="list-style-type: none"> – Develop and implement a T&DC Compliance Strategy. – Ensure the Training and Development Centre is audit ready at all times by monitoring and executing a robust internal compliance system. – Coordinate and manage the AHCWA's RTO registration in accordance with the TAC standards. – Ensure all related compliance timelines are met in respect of the T&DC and these time lines are communicated to the T&DC team and scheduled in LogiQC. – Assist and manage regulatory requirements of the RTO standards. – Support the T&DC Team in implementing and maintaining our commitment to compliance and quality. – Coordinate the T&DC safety, quality and compliance activities in accordance with legislative and accreditation standards and consistent with the organisation's strategic objectives. – Coordinate and/or participate in project design, planning, development, implementation and evaluation of identified quality and compliance improvement projects within the T&DC. – Promote quality improvement and safety activities within the T&DC; act as a resource to the T&DC Team by providing quality tools and advice as required. – Play a central role in the management/administration of the T&DC Student Management System (Wisenet), including monitoring compliance, risk and coordinating the review or development of policies, procedures and documentation. – Support the T&DC to use the organisation's Student Management System effectively. – Develop, implement, review and evaluate an effective risk management framework relevant to the needs of the T&DC. – Assist the T&DC to gather information relevant to the development of reporting mechanisms, including funding/program reports and action plans. – Coordinate and maintain the Compliance Register in relation to the T&DC reporting for funding bodies. – Undertake research and the development of various items including copyright and intellectual property requirements, relating to Adult Learning Standards and
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	<p>Principles, the Australian Qualifications Framework (AQF) and best practice requirements, related to the Vocational Education and Training Sector, and updating existing policy and evidence base.</p> <ul style="list-style-type: none"> – Attend, where required, relevant meetings. – Other duties as required by management and relevant to the scope of the role.
QUALITY ASSURANCE	<ul style="list-style-type: none"> – Maintain up-to-date knowledge on the VET sector and regulatory requirements. – Monitor the RTO's compliance with the VET Quality Framework. – Communicate and implement any changes to regulatory requirements with other staff members. – Plan, schedule and either conduct or oversee: <ul style="list-style-type: none"> ○ internal audits; ○ course reviews; ○ assessment validation; and ○ marketing reviews (including website and social media). – Maintain trainer qualification register – ensuring all trainers and assessors hold and maintain currency in relevant qualifications and units of competency. – Manage RTO scope of registration – including reviewing scope regularly and communicating changes with other staff members. – Submit any required applications to VET regulator (including submission for change of scope, change of details and renewal applications). – Submit required data reports, including: <ul style="list-style-type: none"> ○ VET Activity Reporting; ○ quality Indicator Reporting; and ○ assisting the CEO in completing the Annual Declaration on Compliance. – Conduct internal audits of RTO systems and processes and implement any changes as required. – Prepare for and take part in audits as required. – Develop, review and maintain relevant policies and procedures. – Develop, review and maintain other resources such as: <ul style="list-style-type: none"> ○ student forms (enrolment, USI creation, etc.); ○ template documents for events, such as course reviews, audits and assessment validation; and

	<ul style="list-style-type: none"> ○ pre-course information sheets (specifically the regulatory information). – Ensure the overall continuous improvement system is effective and all improvements are documented in Continuous Improvements Register. – Ensure the retention, archiving, retrieval and transfer of records consistent with the VET Regulator's requirements. – Provide support to the T&DC Team on RTO compliance issues. – Demonstrate a commitment to continuous improvement. – Implement and oversee the required quality assurance systems for the AHCWA RTO delivery of all training and assessment services, ensuring that the RTO complies with all the VET Regulator's requirements, especially: <ul style="list-style-type: none"> ○ by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration; ○ in the conduct of audits and the monitoring of its operations; ○ by providing quality/performance indicator data; ○ by providing information about significant changes to its operations within 90 calendar days of the change occurring; ○ by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and ○ in the retention, archiving, retrieval and transfer of records consistent with the VET Regulator's requirements. – Ensure that any subcontractor delivering services on behalf of the T&DC the VET Regulator: <ul style="list-style-type: none"> ○ by providing accurate and factual responses to information requests from the VET Regulator relevant to its training and assessment delivery; and ○ in the conduct of audits and the monitoring of its operations. – Notify the VET Regulator: <ul style="list-style-type: none"> ○ of any subcontract agreement it enters into under Clause 2.3 of the Standards for RTO's 2015 within 30 calendar days of entering into that agreement or prior to the obligations under the agreement taking effect, whichever occurs first; and
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	<ul style="list-style-type: none"> ○ within 30 calendar days of the subcontract agreement coming to an end; and ○ declare to the VET Regulator annually that the RTO's operations meet the Standards for RTO's 2015 and, in particular, it has: <ul style="list-style-type: none"> ▪ met the requirements of the Standards across all its scope of registration and for all AQF certification documentation it has issued in the previous 12 months; and ▪ training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> – Actively participate in the organisation's QMS (LogiQC). – Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed. – Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.
OTHER	<ul style="list-style-type: none"> – Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. – Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture. – Attend and participate in professional development activities including workshops and training as required. – Attend and participate in Employee Development Days. – Participate and comply with all Work Health and Safety responsibilities as per the <i>Occupational Safety and Health Act 1984</i> (WA). – Identify and assist to reduce Work Health and Safety hazards and risks. – Follow the reasonable direction of Work Health and Safety representatives.

POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
QUALITY MANAGEMENT SYSTEM AND COMPLIANCE	<ul style="list-style-type: none"> – A Compliance Strategy for the Training and Development Centre is developed and implemented within a six month period. – The Student Management System for the Training and Development Centre is promoted, educated and fostered within the Centre, with an increase of 50% use within six months and 90% use after 12 months.
CONTINUOUS QUALITY IMPROVEMENT	<ul style="list-style-type: none"> – Facilitate CQI practices for the Training and Development Centre, including the development of templates/resources. – Implement robust processes and systems that ensure operational effectiveness and accountability for the Training and Development Centre, including the development of appropriate feedback mechanisms. – Annual audit undertaken of the Student Management System, policies and procedures and other key processes relating to the Vocational Education and Training practices.
RISK MANAGEMENT	<ul style="list-style-type: none"> – Develop and monitor a risk management framework across the Training and Development Centre. – Promote, educate and foster risk management practices across the Training and Development Centre.
RTO COMPLIANCE	<ul style="list-style-type: none"> – Maintain and review documents for the Training and Development Centre pertaining to the RTO Standards 2015 and collect evidence in preparation for scheduled accreditation audits. – Ensure trainers meet the requirements of the training package through regular monitoring, audits and record management processes.

	<ul style="list-style-type: none"> – Completion of annual reporting requirements with the Training and Accreditation Council, Australian Health Practitioner Regulation Agency (Ahpra); as well as regular reporting to the Board of Directors, Executive Management Team, Workforce and Sector Development Team, Management Review Committee and monthly reports; undertaken in a timely and competent manner.
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COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Demonstrated experience with quality management systems, including compliance, quality assurance, auditing and risk management.
- Experience developing, implementing and reviewing policies, procedures, checklists, audit tools and forms.
- Excellent liaison, verbal and negotiation skills, including the ability to effectively deal with a diverse range of clients, stakeholders and authorities.
- Proven ability to work under high pressure situations in a calm and professional manner.
- Demonstrated commitment to quality assurance and continuous improvement.
- Demonstrated knowledge of, and commitment to, quality and compliance principles.
- Demonstrated experience in the use of quality processes, including outcome measures/ performance indicators, performance monitoring, benchmarking and review.
- Highly developed interpersonal skills including consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Understanding of the issues including social determinants affecting Aboriginal people health status in contemporary Australian society.
- Understanding of audit processes including the ability to prepare and undertake an internal audit process.

- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

DESIRABLE:

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Demonstrated experience working within a Registered Training Organisation, including exposure to the Australian Qualifications Framework (AQF), National VET Regulator (NVR), VET Fee Help and WA state funding obligations and standards.
- TAE40116 Certificate IV in Training and Assessment (or equivalent competencies).
- Excellent liaison, verbal and negotiation skills, including the ability to effectively deal with a diverse range of clients, stakeholders and authorities.
- Demonstrated experience and knowledge of the VET Quality Framework, and/or AQF, NVR, VET Fee Help and WA state funding obligations and standards.

PRACTICAL REQUIREMENTS:

- A current Western Australian driver's license and willingness to drive is essential
- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE
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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	