

## **GOWRIE Registered Training Organisation**

### **RTO TEAM LEADER & Trainer/Assessor**

#### **Vision Statement**

'Gowrie SA is a progressive organisation that builds on our history to lead learning and inclusion with children, families and communities'.

#### **Summary of the Position and its Responsibilities**

The RTO Team Leader & Trainer/Assessor of the Gowrie Registered Training Organisation (RTO) is responsible to the Professional Learning Program Leader and the Chief Executive Officer of Gowrie SA.

The RTO Team Leader & Trainer/Assessor is responsible for ensuring the functions and processes of the RTO component of Gowrie SA operates in accordance with policies and procedures, and promotes the development, implementation and monitoring of high-quality training and assessment. The incumbent will ensure the continuation of the Gowrie RTO as a registered provider of accredited courses by maintaining appropriate standards of delivery, assessment and learning facilities.

The RTO Team Leader & Trainer/Assessor will also contribute to the efficient and effective operation of the RTO through the development of promotional strategies, working within and ensuring compliance of RTO functions including record keeping, reporting, and ensuring the provision of a high quality and responsive support service to learners. The RTO Team Leader & Trainer/Assessor will facilitate the delivery of limited qualifications training on the Gowrie SA scope of registration.

#### **Agreement, Award and Conditions**

- Business (work) hours are between 8.30am and 5.00 pm. Some out-of-hours work may be required, along with occasional interstate and intrastate travel to support training delivery, stakeholder engagement, or compliance activities.
- Attendance at Gowrie SA after-hours organisation-wide staff meetings is a requirement.
- Attendance at other relevant meetings is a requirement, including staff or team meetings.
- Adhering to Gowrie SA Policies and Procedures and Professional Learning Program guidelines.
- Salary range: according to qualifications and experience, working up to 15 hours per week
- The salary is paid over and above the terms and conditions provided for by the Educational Services (Post Secondary Education) Award 2020. Legislated minimum standards from the Fair Work Act (Cth) also apply to the position.

#### **Educational Qualifications/Experience**

- Essential current Certificate IV - Workplace Training and Assessment
  - Diploma or Degree in Early Childhood Education and Care
- Desirable: Diploma of Vocational Education and Training or experience in compliance, quality assurance, or VET sector operations.

## Statement of Key Responsibilities

The Gowrie Training Centre, RTO Team Leader has the following duties and responsibilities:

### ASQA Compliance/policies

- Keep up to date with ASQA legislative and regulatory requirements and changes to endorsed training packages and analyse implications for Gowrie SA RTO programs.
- Support the Professional Learning Program Leader to cooperate in the conduct of regulatory audits, access to information, retention of records and in keeping authorities informed of changes to Gowrie SA RTO status in consultation with the Professional Learning Program Leader.
- Review and analyse feedback from learners, employers and facilitators and develop continuous improvement strategies as required, in consultation with the Professional Learning Program Leader.
- Implement and monitor systems to ensure storage of records in accordance with the RTO records retention policy. This is to include arrangements to back up electronic data onto a secure server.
- Review and report identified or potential compliance issues to the Professional Learning Program Leader.

### Gowrie SA Policies

- Implement and monitor compliance with internal version control systems to ensure documents being used in the delivery of services are the most current and approved version.
- Strive to minimise waste in the planning and usage of resources.
- Update activities and materials with sector expectations and training package requirements in consultation with the Professional Learning Program Leader.
- Apply policy and relevant legislation with regards to confidentiality and privacy.

### Learner Equity

- Distribute pre-enrolment information to individuals or referral agencies as required.
- Review Language, Literacy Numeracy (LLN) requirements and suitability of learners enrolling.
- Create an environment that supports and encourages equitable treatment and behaviour from all learners and those contributing to learning and assessment.
- Facilitate learner access to their records on request.
- Monitor training and assessment services to remain aware of the quality of services being delivered and the satisfaction of learners and employers.
- Respond to administration enquiries and complaints in liaison with organisation grievance policies and the Professional Learning Program Leader.
- Maintaining high customer service and responsiveness in all areas of administration including acting on or providing recommendations to the Professional Learning Program Leader regarding feedback from learners, service users, facilitators, etc.
- Oversee learner enrolment applications and learner administration during the enrolment process including allocation of learners to qualification cohort or waiting list.
- Create and maintain learner files in accordance with Gowrie RTO records management requirements.
- Conduct periodic audits on learner records to ensure their accuracy and integrity.
- Apply policy and relevant legislation with regards to confidentiality and privacy.
- Monitor and prioritise the safety of staff and learners at all times.
- Ensure the needs of each learner are respected and adjustments made to training and assessment to accommodate the needs of individuals without compromising the integrity of delivery and outcome.
- Ensure the RTO delivers and coordinates training in accordance with the requirements of the training strategy, using training methods that are engaging, build on existing knowledge and skills and support long term learning.
- In consultation with the Professional Learning Program Leader, ensure required resources are available for delivery of training and assessment strategies.

### Assessment

- Ensure the RTO conducts assessments in accordance with the principles of assessments and the designated assessment strategy.
- Meet requirements regarding learner assessments, record requirements, competency completions and program delivery.
- Lead the moderation process in consultation with the Professional Learning Program Leader.

**Compliance**

- Ensure adherence to Gowrie SA RTO policies and processes.
- Make recommendations to the Professional Learning Program Leader and CEO regarding resources and compliance.
- Keep up to date with regulatory and legislative requirements in consultation with the Professional Learning Program Leader.
- Ensure the learning environment is free from discrimination and harassment and respect the rights and choices of individuals.
- Ensure adherence and regular self-assessment against the Revised Standards for RTOs.

**WHS**

- Ensure a safe working environment for all learners, including hazard identification and assessment as part of the organisation's WHS sub-committee, and to ensure improvements and controls are effective.
- Assist learners to access the supports they need, when they need them.

**Reporting & Cost Effectiveness**

- Maintain a systematic approach to the coordination of operations.
- Collect, analyse and act on relevant data for the continuous improvement of RTO functions in consultation with the Professional Learning Program leader.
- Monitor information management arrangements to ensure the RTO has a records and data management system that supports compliance, integrity and accuracy.
- Monitor and review learner progress, retention and competency completion including impacts on the RTO budget and operations in consultation with the Professional Learning Program Leader.
- Contribute to a systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Contribute to Gowrie RTO operations to ensure they are in line with regulatory requirements including data collection and reporting.
- Supporting admin and reporting functions, including report writing, general administration, coordinating events and other tasks as required.
- Liaise with Gowrie Training Centre administration staff to coordinate the flow of documentation to ensure learner records and operational data is kept accurate and up to date.
- Ensure appropriate dates are established for new learner groups, managing workflow, ensuring learners are progressing through qualifications at satisfactory rates, minimising learner withdrawals, ensuring learner records and data are kept up to date and verifying assessments undertaken.
- Draft correspondence on behalf of Gowrie Training Centre as required.
- Assist staff with administrative enquiries and completing Gowrie Training Centre forms and applications.

**Relationships & Partnerships**

- Contribute to the building of cooperative partnerships with relevant organisations.
- Implement and monitor arrangements to engage with the education and care sector to ensure training and assessment services are aligned with sector requirements in partnership with the Professional Learning Program Leader.
- Provide input into and support the development and implementation of RTO promotion and marketing materials in consultation with the Professional Learning Program Leader. This is to include the approval of the use of the NRT Logo.
- Participate in consultation forums that may impact on RTO operations.
- Maintain relationships with key stakeholders.

**Person Abilities/Aptitudes/Skills**

- Ability to communicate effectively verbally and in writing with a wide range of people to achieve required outcomes
- Ability to work collaboratively and to negotiate problem solving approaches
- Ability to work autonomously and demonstrate initiative

- Ability to receive, and act on, constructive feedback
- Ability to reflect and review own performance and set goals for improvement
- Ability to be critically reflective, analyse information, and work to improve effectiveness, efficiency and productivity
- Ability to determine priorities, and achieve identified outcomes within timelines
- Ability to develop and monitor project plans
- Commitment to Gowrie SA vision, values and philosophy
- Exhibit a positive, positive attitude with a focus on achievement of all aspects of the role
- Demonstrate a high level of professionalism in all interactions
- Proficiency in Microsoft Office and Sharepoint
- Ability to handle student management systems and record keeping.

### **Knowledge**

- Knowledge of the VET Quality Framework and the Revised Standards for RTOs
- Ability to conduct and respond to internal audits and ASQA audits
- Knowledge of adult learning principles
- Knowledge of early childhood education and care, curriculum, assessment, observations and other topics related to quality provision of education and care services
- Knowledge of access and equity principles in training
- Familiarity with student rights, complaints handling, and appeals procedures
- Knowledge of financial management, marketing, stakeholder engagement
- Knowledge of Workplace Health and Safety principles and practices.

### **Experience**

- Experience meeting key performance indicators and milestones
- Experience in development and delivery of accredited training programs
- Experience working within the children's services sector
- Experience in flexible training delivery
- Experience in all aspects of RTO operations including developing training and assessment strategies, validation and moderation activities, self-assessment, audit and quality assurance.

### **Additional Non-Negotiable Requirements**

- A current cleared Working with Children's Check will be required.
- A signed statement of 'employment declaration' will be required and updated annually, or as required
- A current full driver's license and the use of own vehicle may be required.



## DECLARATION OF RTO TEAM LEADER

### Job & Person Specification

**Approval by Program Leader:**

Name:

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Signature:

Date:

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**Acknowledged by Employee:**

I have read The RTO Team Leader & Trainer/Assessor job and person description and agree to carry out the responsibilities and duties of the position diligently and to the best of my ability.

Name:

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Signature:

Date:

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