

# Position Description



## Wesley Training



## Course Advisor Wesley Vocational Institute

### Agreement

Signed – Course Advisor

Name \_\_\_\_\_

Date \_\_\_\_\_

Signed – Area Manager, Wesley Vocational Institute

Name \_\_\_\_\_

Date \_\_\_\_\_

*This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.*

## 1. Major Role Responsibilities

<p><b>Deliver a quality service within the standards of the VET quality framework</b></p>	<p><b>Support the Registered Training Organisation to comply with the conditions of its registration throughout the period of its registration including:</b></p> <ul style="list-style-type: none"> <li>• The requirements described within the National Vocational Education and Training Regulator Act 2011.</li> <li>• Fit and Proper Persons Requirements (see appendix 1).</li> <li>• Financial Viability Risk Assessment Requirements.</li> <li>• Data Reporting and Provision Requirements.</li> <li>• Standards for Training Packages.</li> <li>• Standards for VET Accredited Courses.</li> <li>• National Vocational Education and Training Regulator Act.</li> <li>• VET Quality Framework.</li> <li>• Standards for Registered Training Organisations those imposed by ASQA on the registration of the RTO.</li> <li>• AQF Standards.</li> <li>• Specific Compliance and Performance requirements outlined in individual funding agreements.</li> </ul>
<p><b>Provide direct support to All Wesley Vocational Institute students</b></p>	<ul style="list-style-type: none"> <li>• Greet clients and provide frontline assistance over the telephone, via email and face to face.</li> <li>• Liaise with internal and external stakeholders, Managers, Coordinators, Compliance staff, trainers, suppliers, clients, government, corporate and industry training bodies as required.</li> <li>• Prioritise tasks according to needs and timeframes.</li> <li>• Process and follow up on student enquiries, quotes, enrolments.</li> <li>• Liaise with Central unit finance on student payments, payment plans.</li> <li>• Ensure student debtors process is implemented and followed.</li> <li>• Undertake the preparation and maintenance of course files, student files and student assessment evidence.</li> <li>• Support the Trainer/Assessor in preparation and review of documents which support the assessment of student's current and prior experience and learning as outlined in relevant standards.</li> <li>• Assess the suitability and training needs of potential clients within the framework of RTO standard and ensure that an appropriate adult learning environment is cultivated and maintained.</li> <li>• Provide support and welfare services to stakeholders as required and outlined in relevant standards.</li> </ul>

<p><b>Be responsible for and provide support to ensure quality and compliance requirements are met</b></p>	<ul style="list-style-type: none"> <li>• Ensure all course documentation is completed and approved by Management prior to the commencement of program and maintained current during the course.</li> <li>• Ensure all Trainer/Assessor related documentation is maintained throughout the establishment and duration of training programs in accordance with organisational requirements and RTO Standards.</li> <li>• Provide support in the development, coordination, validation, delivery and evaluation of training programs.</li> <li>• Collect and maintain all data and evidence relating to new and continuing programs in conjunction with RTO Standards, funding body guidelines and archiving procedure.</li> <li>• Enter and review student, course attendance, employer and compliance related data into the approved CRM on a daily basis.</li> <li>• Collect, review and submit AVETMISS data as requested.</li> <li>• Coordinate distribution, collation of all students' surveys in accordance with organisational requirements.</li> <li>• Follow up on student feedback and communicate with Area Manager and relevant Trainer/Assessor to facilitate continuous improvement.</li> <li>• Contribute to the development, establishment and maintenance of online event management, promotion of local events and regionally created information sessions.</li> <li>• Perform spot checks for submitted student assessments at start, during and completion of program and as directed by Quality and Performance Manager.</li> <li>• Liaise with Area Manager and Quality and Performance Manager regarding any RTO compliance issue and follow up with relevant party to ensure completion of tasks.</li> <li>• Provide monthly regional quality reports to Area Manager and Quality and Performance Manager which includes student activity, issues, complaints.</li> <li>• Undertake various other administrative and compliance tasks relevant to RTO operations.</li> </ul>
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<b>Support RTO Business Development and Sustainability</b>	<ul style="list-style-type: none"> <li>• Support the sourcing, review, validation, and ordering of training and assessment resources as outlined in relevant standards.</li> <li>• Support Wesley Mission and WVI process to recruit, supervise and develop appropriately qualified and experienced trainers and assessors.</li> <li>• Liaise with government, corporate and industry bodies and officials and maintain an effective professional network.</li> <li>• Support business development and implementation of all projects.</li> <li>• As delegated, review all projects and services to ensure they are being delivered within the parameters of the training package using an approved training and assessment strategy as outlined in relevant standards.</li> <li>• Assist with planning to match future requirements with resources.</li> <li>• Support the RTO to operate viably, sustainably by meeting financial and organisational targets within the intent of relevant standards.</li> <li>• Support new and existing partners through the effective contextualisation, sale, orientation, delivery, assessment, monitoring and graduation of high quality accredited and non-accredited training products that fit within Wesley Missions scope of operations as outlined in relevant standards.</li> <li>• Support identification of appropriate business opportunities by participating in business development forums, validation meetings and attending marketing events and conferences as requested.</li> <li>• Support income generating sales opportunities which meet individual, team and organisational KPI's.</li> <li>• Work within the promotion and marketing guidelines outlined in relevant standards.</li> <li>• Build Wesley Missions brand and reputation by maintaining a professional image at all times, including on all social media.</li> </ul>
<b>Partnership Management</b>	<ul style="list-style-type: none"> <li>• Support Wesley Vocational Institutes relationships with internal and external partners as delegated.</li> <li>• Travel as requested to complete stakeholder engagement, validation, compliance and relationship management functions as requested by the Area, Quality and Performance, or Executive Manager's.</li> </ul>
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Support a culture of continuous quality improvement by actively recording, reviewing and responding to compliments and complaints within the intent of relevant standards.</li> </ul>
<b>Data collection and management</b>	<ul style="list-style-type: none"> <li>• Responsibility for all RTO data collection and management in line with RTO Standards and Funding requirements.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Engage with students, stakeholders, employers, staff and customers as required to maximise their positive training experience.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Perform other duties consistent with the functions and roles of the Course Advisor as directed by your supervisor and RTO management.</li> </ul>

## 2. Other Professional Responsibilities

<b>Values Driven Service Culture</b>	<ul style="list-style-type: none"> <li>Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values.</li> <li>Meet monthly with your supervisor to ensure individual accountabilities, attitudes and targets are being achieved.</li> <li>Ensure all training and assessment staff participate in ongoing professional development, training, staff satisfaction surveys and recognition activities.</li> </ul>
<b>Positive Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>Work with other internal and external partners and specialists, other staff and teams across Wesley Mission in Word and Deed areas as well as the wider work of the Uniting Church as required.</li> <li>Attend significant social events and formal business meetings of Wesley Mission and prepare reports for the Wesley Mission Board and other executive committees as required.</li> <li>Seek to attend internal stakeholder events annually such as: Staff Dedication Service; Staff Thanksgiving Service; Volunteer Appreciation Activities; Annual General Meeting or other events with consultation.</li> </ul>
<b>Financial Accountability &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>Contribute to the KPI management process and ensure that the outcomes result in continuous improvement within all programs and services.</li> <li>Encourage staff to implement environmentally positive work practices</li> </ul>
<b>Effective WH&amp;S &amp; Risk Management</b>	<ul style="list-style-type: none"> <li>Be appropriately responsible under the Work, Health and Safety legislation for the health and safety of persons for whom you are responsible, including the reporting of hazards and injuries and compliance with all site procedures</li> <li>Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work, Health and Safety</li> <li>Ensure that risk management principles are exercised.</li> </ul>

## 3. Relationships

- Reporting to:**
  - Area Manager, Wesley Vocational Institute.
- Key Management Relationships:**
  - Work under the direct supervision of Area Manager, with accountabilities to the Quality and Performance Manager and RTO CEO.
- Key Networking Relationships:**
  - Executive Manager, Senior Managers of Health, Conferences and Education (HCE) and other portfolio areas.
  - HCE staff
  - Wesley Mission teams, Committees, Networks and Boards as appropriate.
  - Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

## 4. Performance Measures

- 4.1 Awareness and engagement with the annual business strategies that align with the strategic directions of Wesley Mission and also reflect the vision and mission of the organisation.  
**Measure Tools:** C&DP document.
- 4.2 Significant internal and external stakeholder relationships are developed and maintained which meets monthly, quarterly and annual individual performance targets.  
**Measure Tools:** Monthly KPI reports, Staff satisfaction tool and C&DP document.
- 4.3 There is demonstrated willingness to embrace RTO policy and procedures and implement agreed framework guidelines.  
**Measure Tools:** Monthly KPI reports and C&DP document.
- 4.4 There is demonstrated effectiveness with people relationships, team participation and engagement with Wesley Mission Word and Deed services.  
**Measure Tools:** C&DP document and staff satisfaction tool feedback.
- 4.5 Planning objectives, performance and outcomes demonstrate alignment with all relevant external regulations as well as internal policies, procedures and RTO management requirements.  
**Measure Tools:** Monthly KPI reports and C&DP document.
- 4.6 Participation in training and development activities as requested by supervisor or Training Operations Manager.  
**Measure Tools:** Staff satisfaction report, staff training register & C&DP document.
- 4.7 An empowering, positive people management style is evident which clearly expresses Wesley Mission values to clients, colleagues and other stakeholders  
**Measure Tools:** C&DP document, staff satisfaction tool.

## 5. Selection Criteria

### 5.1 Knowledge

- Formal qualifications in administration, training, business, management or other related discipline.
- Current or working towards obtaining Certificate in Training and Assessment.
- Minimum 1 year working experience gained within the business, training or professional sector.
- Knowledge and experience in working with relevant training packages and systems.
- Solid working knowledge of training package requirements and the regulatory obligations of the business.
- Experience in the measurement and management of business targets.

### 5.2 Skills

- Advanced level skills in establishing and maintaining business systems: Identifies, designs and develops systems to enhance stakeholders learning experience and ensure the successful implementation of viable training programs.
- Advanced level in analysis & problem solving skill; demonstrates the ability to secure relevant information and identifies key issues to make sound decisions with long term positive impact.
- Advanced level in relationship management: Builds and maintains mutually beneficial, collaborative relationships across different groups in a business partnership model, based on Wesley Mission's values.
- Strong interpersonal skills: Ability to build individual and team motivation and also secure outcomes in a matrix management environment.

### 5.3 Computer Skills

- MS Office
- VETTRAK

## APPENDIX 1

### ASQA Fit and Proper Person Requirements Declaration - update summary

*‘As part of the Australian VET Quality Framework, the Fit and Proper Person legislative instrument makes clear who must be considered by the National VET Regulator as suitable to own and operate a Registered Training Organisation (RTO).*

*In August 2023, an amendment was made to the Fit and Proper Person instrument bringing in more stringent requirements in an effort to strengthen the integrity of the VET sector.*

*Changes to the Fit and Proper Person Requirements (FPPRs) includes that the requirements now extend beyond CEOs and high managerial agents to apply to any person who exercises a degree of control or influence over the management or direction of the RTO.’*

As part of Wesley Vocational Institute’s operations, our Senior Management and WVI Management all follow the FPPRs guidelines and have all completed and signed ASQA’s Fit and Proper person declaration.

This declaration addresses the matters specified in Schedule 3 of the Standards for RTOs 2015, for which all RTO employees have responsibilities for.

Please read and complete below statement.

I, \_\_\_\_\_ understand that my role of Course Advisor in Wesley Vocational Institute (RTO Code 90091) is crucial in supporting the RTO to comply with the conditions of its registration throughout the period of its registration and will endeavour to perform my duties in collaboration with all parties and to best of my ability as described in this Position Description.

Signed \_\_\_\_\_ Date \_\_\_\_\_