

Wesley Training

# Position Description

Training Coordinator  
Wesley Vocational Institute

## Agreement

Signed – Training Coordinator

Name

Signed – Head of Wesley Employment and Training

Name

Date

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

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| <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>• Revised Standards for Registered Training Organisations 2025</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>• AQF Standards.</li> <li>• Specific Compliance and Performance requirements outlined in individual funding agreements.</li> </ul>   |
| <p><b>Provide leadership and support to All Wesley Vocational Institute and Wesley Training students.</b></p> | <ul style="list-style-type: none"> <li>• As delegated, evaluate all projects and services to ensure they are being delivered within the parameters of the training package using and approved training and assessment strategy as outlined in relevant standards.</li> <li>• Research, promote and implement a range of vocational, learning and development programs and activities that meet the requirements of a variety of client groups within the framework of relevant standards.</li> <li>• Provide support and welfare services to stakeholders as required as outlined in relevant standards.</li> <li>• Prepare, review and submit documents which supports the assessment of students current and prior experience and learning as outlined in relevant standards.</li> <li>• Follow WVI's Policies and Procedure guidelines.</li> </ul>   |
| <p><b>RTO Business Development and Sustainability</b></p>   | <ul style="list-style-type: none"> <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>• Identify appropriate business opportunities by participating in business development forums, validation meetings and attending marketing events and conferences as requested.</li> <li>• Generate income through sales opportunities which meet individual, team and organisational outcomes.</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> |

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| <b>Training Coordination</b>          | <ul style="list-style-type: none"> <li>Assess the suitability and training needs of potential clients and ensure that an appropriate adult learning environment is cultivated and maintained</li> <li>Coordinate the sourcing, review, validation, and ordering of training and assessment resources.</li> <li>Liaise with corporate and industry bodies and officials and maintain an effective professional network.</li> <li>Undertake various administrative and compliance tasks relevant to program development, coordination and implementation of all projects.</li> <li>Ensure the programs and activities operate effectively, efficiently and provide a quality service.</li> </ul> |
| <b>Partnership Management</b>         | <ul style="list-style-type: none"> <li>Coordinate Wesley Vocational Institutes relationship 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 Group Manager or Head of Employment and Training.</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 standard six.</li> </ul>   |
| <b>Data collection and management</b> | <ul style="list-style-type: none"> <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> </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 Training Coordinator as directed by your supervisor.</li> </ul>   |

## 2. Other Professional Responsibilities

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| <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>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 as requested.</li> </ul>  |
| <b>Financial Accountability &amp; Sustainability</b> | <ul style="list-style-type: none"> <li>Assist RTO Management to contribute to the KPI management process and ensure that the outcomes result in continuous improvement within all programs and services.</li> <li>Implement environmentally positive work practices</li> </ul>  |

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| <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 Occupational Health and Safety</li> <li>• Ensure that risk management principles are exercised; and incidents of high or material risk are reported immediately to the Senior Manager responsible for risk</li> </ul> |
| <b>Validated Compliance Standards</b>           | <ul style="list-style-type: none"> <li>• Participate at least annually in the Mission's Personal Review and Development Process</li> </ul>   |

### 3. Relationships

- **Reporting to:**
  - Group Manager, Wesley Vocational Institute.
- **Key Management Relationships:**
  - Work under the direct supervision of Group Manager, with accountabilities to the Head of Wesley Employment and Training and Quality and Performance.
- **Key Networking Relationships:**
  - 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 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 training, business, management or other related discipline.
- Minimum 3 years 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 new projects and business opportunities: Seeks opportunities and partnerships to ensure the success 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.
- Advanced level in innovation management: Generates creative ideas and actively contributes to a continuous improvement culture.
- 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 Standard 4.1 of the Outcome Standards for RTOs 2025, for which all RTO employees have responsibilities for.

Please read and complete below statement.

I, \_\_\_\_\_ understand that my role of Training Coordinator 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 \_\_\_\_\_