

Position Title:

Trainer Assessor

Person Responsible To:

Managing Director

Qualification required:

- All competencies in the Certificate IV from the Training Package for Assessment and Workplace Training (or has demonstrated the equivalent competencies) or who is under direct supervision of a person with these competencies. Refer to AQTF7.4i for details on direct supervision
- Maintain relevant industry workplace experience and expertise
- Hold the relevant qualification to the level of the training and assessment being provided (or higher)

Prior to 24th November, 2005
BSZ40198

After the 24th November, 2005
TAA40104

Skills/Experience/Personal Qualities Required:

Able to demonstrate:

- Interpersonal skills required to work with others as part of a team.
- Initiative and work independently.
- Customer service principles.
- Written skills, putting thoughts and directions into simple reports.
- Effective communication with superiors.
- An interest in working a variety of hours over the week.
- Competence in making and responding to phone calls, dealing with messages, answering calls, referring clients to relevant staff and making cold calls.
- Competent skills in using the internet, email, word processing.
- Early Childhood Practitioner experience as a Diploma level room leader as a minimum.
- Training and assessment principle understanding.
- Interest in approaching learners using their individual learning style.
- Resolution techniques and/or resolve issues in a timely fashion.
- Positive response to supervisor direction.
- Role model and mentor skills used to extend learners.
- Willingness to inspire learners to attain goals and pursue excellence.
- Contribution toward identifying opportunities for improvement and make constructive suggestions for change.
- Interest in continuous updating of emerging industry practices.
- Management of day-to-day client interaction
- Time management and organisational skills.
- Client needs evaluation and resolve issues with support where required
- Continual interest in increasing client satisfaction and deepening relationships.
- Use of office equipment including: photocopier, fax and printer.

Other Requirements:

- Drivers licence

- Home computer and internet connection

Duties/Responsibilities:

- To read, understand and implement all AQTF standards and ISO 9001.
- To ensure that all AQTF standards are followed and implemented, in particular taking responsibility for:
 - Standard 1: The Registered Training Organisation provides quality training and assessment across all of its operations.
 - Element 1.3: Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.
 - Element 1.4: Training and assessment are conducted by trainers and assessors who:
 - a a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors
 - b b) have the relevant vocational competencies at least to the level being delivered or assessed, and
 - c c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.
 - Element 1.5: Assessment, including Recognition of Prior Learning (RPL):
 - a a) meets the requirements of the relevant Training Package or accredited course
 - b b) is conducted in accordance with the principles of assessment and the rules of evidence
 - c c) meets workplace and, where relevant, regulatory requirements.
 - Standard 2: The Registered Training Organisation adheres to principles of access and equity and maximises outcomes for its clients.
 - Element 2.2: Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations
 - Element 2.3: Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
 - Element 2.4: Learners receive training, assessment and support services that meet their participation and progress.
 - Element 2.5: Learners have timely access to current and accurate records of their participation and progress.
 - Element 2.6: Complaints and appeals are addressed efficiently and effectively.
 - Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the Registered Training Organisation operates.
 - Element 3.1: The RTO uses a systematic and continuous improvement approach to the management of operations.
 - Element 3.3: The RTO manages records to ensure their accuracy and integrity.
- To read, understand and follow quality assurance policies and procedures
- To read, understand and implement the following policies
 1. Our Mission
 2. Our Vision
 3. Quality Policy
 4. Equal Opportunity
 5. Code of Practice
- Follow the philosophy and procedures when visiting clients
- To identify and address Access and Equity issues
- Visit clients as per schedule

- Support and guide clients.
- Train and or assess Learners on the job
- Maintain client records
- Liaise with clients via face to face, phone and online contact
- Following up client requests and questions
- Mark written assessments in a four week cycle
- Participate in meetings when required
- Promote and represent the organization
- To prepare and present workshops/in services/classes face to face and online
- Contribute to the development of the web site
- Contribute to the ongoing development and maintenance of online learning tools
- Contribute to the newsletter and enews as required
- Participate in project development including the development of training materials
- Assess RPL
- Ensure feedback is gathered from industry every visit.
- Document issues and report to the Director.
- Any other duties required by the Managing Director

Understudy:

Other trainer assessors within the team.