



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Trainer – Business Administration
<b>LOCATION:</b>	Cairns
<b>REPORTING TO:</b>	CEO – Skill 360
<b>DEPARTMENT:</b>	RTO – Skill360

### PURPOSE STATEMENT

The primary purpose of this position is for the Mentor to offer support and guidance to participants undertaking training and job preparation with Skill360; whilst improving retention rates of programs.. This role requires liaison with employers and parents, as well as specialised organisations and industry to ensure complex needs and issues are appropriately addressed.

The mentor will provide information, support, referral and advocacy for participants and recommend and negotiate quality improvement strategies.

### OUR PURPOSE

To create better futures.

### OUR VISION

To be the best integrated workforce solutions provider.

### OUR MISSION

To provide employment opportunities and up-skilling to people, communities and businesses in a sustainable way

### REPORTING

This position reports to the RTO Manager.

## **PRIMARY DUTIES**

- Ensure training and assessment delivery is in accordance with Skill360 Australia requirements;
- Liaise with Skill360 Australia Employment Coordinators, Host Employers/Employers to maintain quality client service;
- Deliver non-accredited short courses in Microsoft Suite based on current skills and abilities;
- Provide after-hours feedback and tutorial sessions;
- Develop training plans in conjunction with employers and trainees and review every quarter;
- Review Training Record Book with the trainee and employer quarterly;
- Conduct workplace inductions training;
- Complete Employer Resource Assessments;
- Develop delivery schedule;
- Monitor trainee progress and identify and report on any improvements required;
- Deliver training and assessment services;
- Assist audits as required;
- Maintain professional and technical proficiency;
- Develop and/or contribute to the development of learning and assessment materials;
- Assist in the advancement of training methods and skills within Skill360;
- Provide leadership within Skill360 Australia; and
- Promote Skill360 Australia to potential external clients.

## **KNOWLEDGE, SKILLS & EXPERIENCE**

- VET qualification Certificate IV in Training and Assessment or above OR the ability to obtain;
- Trade/Business Qualification and successful industry experience in the relevant area;
- Awareness of and commitment to contemporary practices in quality, knowledge and skills sharing, learning and development;
- Demonstrated knowledge of education and training reforms and the ability to positively respond to the new directions and demands of the training market;
- Demonstrated capacity for best practice in curriculum development and implementation, evaluation and assessment and management of teaching/learning activities;
- Demonstrated commitment to self-development with the focus on qualifications/skills update and contemporary industry practices;
- Demonstrated experience in the delivery of excellent customer service and a commitment to a standard of excellence which results in business improvements;
- Sound computer literacy skills encompassing word processing, spread-sheeting, database navigation and reporting utilising appropriate corporate applications;
- Demonstrated ability to communicate effectively (verbal and written) with a diverse group of people;
- Demonstrated ability to resolve a conflict or achieve a positive outcome by negotiating and influencing a situation;
- Demonstrated ability to establish and maintain productive working relationships with staff and a range of external customers and relevant stakeholders;



- Possession of, or agree to obtain, a Blue Card and positive Working with Children notice;
- Current “C” Driver’s Licence.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_