Purpose of the position

Scouts NSW

**Position Description**

Training Services Consultant (Accredited Training & Adventurous Activities)

July 2021 v1

The Training Services Consultant (Accredited Training & Adventurous Activities) is a full time position responsible for supporting a variety of administrative processes for the Adventurous Activities and Scouts Australia Institute of Training (SAIT) within the NSW Branch as an RTO provider of accredited training.

Reporting

**Direct Reporting Line**

Training Services Coordinator (Training)

**Matrix Working Relationship Lines**

Includes: Members of Scouts NSW State Uniformed Team, Chief Executive Officer, Chief Operations Officer, Training Services Coordinator (Training), Communications and Development Manager, and the General Public.

Responsibilities and duties

While carrying out the responsibilities of the role, the Training Services Consultant (Accredited Training & Adventurous Activities) will always uphold the purpose, principles and values of Scouts Australia, will adhere to the Adult Code of Conduct, will abide by WOSM, National and State policies and will behave in accordance with the Scout Law and Promise.

**Key Responsibility Area 1: Coordinate Administration of Accredited (RTO, VET) Training**

* Establish effective and productive working relationships with Uniformed Members and Adult Training and Development to assist with the implementation and effective delivery of training as per requirements;
* Provide administrative support services to the Assistant Chief State Commissioner (Adult Training and Development), State Commissioner (Vocational Education and Training) and State Commissioner (Adventurous Activities).
* Manage and implement the administrative process of the Scouts Australia Institute of Training (SAIT) NSW Branch as an RTO by:
* Ensuring that all VET-related paperwork complies with SAIT policies and procedures and ASQA standards;
* Ensuring that training profiles are up to date according to RTO registration guidelines and SAIT policies;
* Providing administrative support for the issuing of SIS Sports, Fitness and Recreation Training package and assisting with the issuing of new Business and other qualifications;
* Coordinating the working relationships between the SAIT Assessors and the State Commissioner (Vocational Education and Training) to ensure NSW RTO-related policies are in line with National policies;
* Maintain and support administrative aspects of Scouts NSW as an RTO as enabled by aXcelerate, including enrolling students into various qualifications, processing assessments & printing of qualifications;
* Maintain and record Assessment records onto ScoutLink.
* Act as a main point of contact for VET-related queries

**Key Responsibility Area 2: Training Administration and Support**

* Maintain and update training records and issue Adventurous Activities Scouting Skills as necessary training is completed;
* Processing of the Adventurous Activities post course & recognition of proficiency.
* Provide Trainers with administrative support and advice, access to current materials, policies and resources to ensure effective delivery of programs to groups;
* Assist in the administration of appointments for the National Instructor & Guide appointments;
* Ensure all information captured by CAS matches up to information on Scoutlink and aXcelerate;
* Ensure documents and workbooks have been filed appropriately under National policies;
* Support the process of the Certificate of Proficiency, post course for the Basic and Advanced Leader Training, e-Learning and all other administrative tasks;
* Assist with the annual internal audit and external audit where required;
* Assist non-technical enquiries regarding e-learning system and databases;
* Refer e-learning technical complaints to IT Business Support as needed;
* Assist in the coordination and preparation of Nominal Rolls, course packages, the e-learning training program, and the Adventurous Activities Training Calendar;
* Where required, provide administrative assistance to the State Commissioner (Adult Training and Development) in the event management process for Training Team conferences, including:
* Creating invitations and coordinating email-out;
* Managing attendance requirements and confirming attendees;
* Liaising with venue;
* Managing the schedule;
* Taking minutes at conferences and/or meetings and distributing these as required;
* Representing the Training Team at conferences and/or meetings as required.

**Key Responsibility Area 3: Provide General Member Support as Required**

* Promptly attend to inbound Member enquiries either by face-to-face, telephone or electronic mediums when this may be required, including;
* Transferring and announcing calls to appropriate staff, where necessary;
* Gathering and offering relevant correct information to Members to satisfy their enquiries;
* Providing realistic timely solutions to Members to resolve issues;
* Communicate progress and resolution of issues to Members;
* Escalating issues where first level support is unsuccessful in resolving the issue or the issue is outside your knowledge area

Qualifications

**Essential**

Higher School Certificate or equivalent

**Desirable**

Certificate in Administration, and/or Certificate in Training and Assessment, and/or Diploma of Vocational Education and Training and/or Diploma of Training Design and Development would be well-regarded

Required Work Experience and Skill

The Training Services Consultant, as with every member of the State Office team, must have a proven capacity to deliver outcomes and be a self-starter with capacity to work without close supervision.

* A personal commitment to the Aim and Principles of Scouts Australia, and an ability to convey a positive and constructive image of Scouting and reinforce the fundamental importance of the Scout Promise and Law.
* Minimum 2 years’ experience in training administration
* Thorough knowledge and understanding of VET and ASQA quality framework requirements
* Understanding of National Training Packages
* Previous experience in a fast-paced environment, customer facing environment preferred
* Administrative and/or clerical experience
* High level of competence in Microsoft Office suite including Word, Excel and online learning systems use

Core Compentancies Required

The Training Services Consultant will be required to meet the following compentancies:

**Knowledge and Experience**

* High level interpersonal, oral and written communication skills including listening, empathising, building rapport, negotiating and influencing
* Ability to diplomatically handle complaints and Member enquiries when required
* Highly organised with the ability to multitask
* Excellent time management and ability to plan ahead and prioritise workload
* Thorough, with excellent attention to detail
* Able to work independently, autonomously and with limited supervision
* Confident, positive and enthusiastic approach to interaction
* Strong team building, motivational and facilitation skills
* Willingness to work cohesively and collaboratively as part of a team
* A critical thinker, with the skill, resourcefulness and learning orientation to find effective solutions to problems
* Able to work constructively with other parties to resolve issues at the source
* The willingness and flexibility to attend conferences and meetings from time to time as required, which may include nights or weekends on several occasions throughout the year

Accountability/ Key Performance Indicators

This position is important to Scouts NSW and it is essential that the Training Services Consultant creates the change we want to see. Therefore, a strong achievement orientation is required. The Training Services Consultant will be assessed on the results they achieve.

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| Coordination of Accredited Training Administration | * All VET-related paperwork is compliant with SAIT policies and procedures and ASQA standards * Training profiles and programs are maintained in accordance with RTO registration requirements * Statements of Attainment are issued to training participants as required * Certificates and qualifications are issued to participants upon completion * RPL applications processed in a timely manner * Strong working relationships maintained between Training Team, SAIT Assesors and State Commissioner (Vocational Education and Training) |
| Record Keeping | * Accurate and detailed Training records are kept including enrolments and registrations, RPL and failure to meet prerequisites, withdrawals/cancellations, course attendance and other records as relevant * Records of accredited training activity are maintained in accordance with AVETMISS requirements and deadlines * Detailed records are maintained where appropriate to show handled enquiries and communication history * Records are regularly and effectively filed and centralised |
| General Training Administration | * National Learner Management System (aXcelerate) is integrated with Scoutlink * Participants are adequately guided and trained on the use of e-learning software * Trainers are adequately guided and trained on the use of the intranet and other learning software and databases * Adventurous Activities Calendar is complete and up to date * Attendance at conferences and/or evening / weekend meetings when required |
| Management of General Enquiries | * The consultant attends to Member enquiries as and when required by the Service and Support Team * Enquiries and issues are resolved with the least amount of internal transfers possible – ownership and accountability is assumed by the consultant * Where transfers are required, the Member is directed to the appropriate staff member first go * Enquiries and issues are resolved in a timely manner – waiting times kept to a minimum * Number of calls waiting in the queue are minimised * Incoming calls diverted to other team members or transferred where appropriate to reduce wait times * Email enquiries answered within two (2) business days on a first-in-first-out basis by priority * Members receive factually correct and timely responses to enquiries * Issues are resolved diplomatically * Members are kept up to date on the progress of any enquiry or issue |

**Clearances**

The Training Services Consultant is required to hold a current Working with Children Check clearance, and a National Police Check.

Aknowledgement and Agreement

**Acknowledgement**

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

Manager Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Chief Executive Officer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_