Vocational Training Operations Coordinator

Position Description

The Inner Melbourne VET Cluster Inc (IMVC) is a not for profit incorporated association originally established to broker vocational programs for secondary schools in the Inner Melbourne region. As a key driver of vocational education the IMVC has generated a high level of co-operation and trust leading to well developed collegial working relationships among schools in five local government areas.

In recent years, the IMVC’s capacity has grown to include providing career development services and re-engagement programs to connect young people with career information so that they can make informed choices about their future career direction. The IMVC has a wealth of experience in the provision of transition services. Through a client centred approach, the IMVC combines personal and skills development, with practical experience and assistance to enable young people to make individual, tailored transitions towards social and economic independence, engaging them in education, further training or employment.

The IMVC is a registered training organization and delivers Hospitality, Hairdressing and Retail Makeup training programs in accordance with the Australian Quality Training Framework /VRQA standards.

IMVC Vision:
“Linking the energy and potential of young people and marginalized cohorts with industry, government and community”

Position Title: Vocational Training Operations Coordinator
Time Fraction: 0.8 EFT
Salary Range: Project Coordinator Level 2 $70,000 - $80,000
Responsible to: Executive Officer
Hours: 7.6 work hours per day between 8.00am – 5.00pm
Employee Allowances: Travel allowance, laptop and mobile phone
Motor Vehicle: Applicant is required to have an Australian driver’s license and own vehicle
Sick Leave: 10 days per annum pro rata
Holiday Leave: 20 days per annum pro rata

The position is a contract position until 31 December 2017. Appointment will be made subject to three months’ probation, periodic performance reviews, ongoing funding and clearance from a police background check with regard to working with young people. Superannuation will be paid by the IMVC at the prescribed rate as specified within the Superannuation Act.
Job Summary

The primary task of the Vocational Training Operations Coordinator is to provide strategic leadership and operational coordination of IMVC Vocational Training initiatives, including but not limited to:

(i) Accredited and Pre-accredited Training
(ii) VET Brokerage

The Vocational Training Operations Coordinator will ensure the strategic and operational outcomes, as identified in the IMVC Strategic Plan, for the Accredited and Pre-accredited Training, and VET Brokerage are delivered in a timely manner. This involves responsibility for the strategic development and implementation of a Vocational Training framework, to ensure the IMVC is AQTF, VRQA, Skills First, ACFE, AQF, NSSC and DET compliant. The position also involves developing and maintaining strategic relationships and networks with IMVC stakeholders, people management, and business development to ensure high quality delivery and growth in enterprise income.

The Vocational Training Operations Coordinator will advocate and promote IMVCs programs, creating deeper engagement with industry and education providers.

Specific objectives would include:

• Achieving quality learning outcomes for students, and targeted growth for the IMVC, through strategic leadership/education on compliance and of IMVC training activities
• Leading the strategic development and implementation of the Vocational Training framework for IMVC
• Establishing and maintaining links with stakeholders – employers, schools, training providers, Government departments, peak organisations and other relevant networks – in order to generate enterprise income, identify skill shortage areas, possible career and transition programs, and appropriate vocational training opportunities
• Develop, maintain, review and improve IMVC vocational training protocols and guidelines to ensure IMVC is AQTF, VRQA, ACFE, AQF and Skills First compliant
• Effective operational administration and people management of the Vocational Training Team
• Leadership in coordinating and facilitating marketing and communication strategies in order to promote vocational training and RTO activities to community stakeholders
• Research and develop resources to support vocational training and RTO delivery
• Maintaining current knowledge of issues relating to vocational training
• Prepare regular reports for the EO and Board against identified targets for the Vocational Training Team
• Actively scan the external environment for new trends, developments and opportunities and prepare the IMVC to be able to quickly respond to these new opportunities.

Reporting Relationships

The Vocational Training Operations Coordinator will report directly to the Executive Officer to ensure compliance with policy and accountability for the overall operation of training initiatives. The Vocational Training Operations Coordinator will oversee the coordination and compliance of
the Vocational Training Team and VCAL Coordinator to ensure that all project deliverables are met.

**Key Accountabilities**

**Operational Duties**
- Implement IMVC’s Annual Business Plan, arising from the IMVC Strategic Plan, in collaboration with the VCAL Coordinator and Executive Officer
- Oversee the day-to-day operational administration of vocational training activities
- Ensure the VCAL Coordinator and RTO staff fulfill their position descriptions
- Oversee the development and maintenance of trainer induction program/s in conjunction to reflect VRQA, AQTF, Skills First, AQF, NSSC and ACFE standards and guidelines
- Oversee the maintenance and development of compliant training resources and assessments
- Engage with trainers and industry specific consultants to assist with curriculum design and review
- **Ensure the Enrolment and Eligibility process is applied in line with the Funding Contract, the Guidelines and any other Contract Notification.**
- Work closely with the Communications and Business Development Manager to develop and implement a marketing plan that supports the IMVC to achieve its goals
- Undertake monthly submissions to Skills First
- Coordinate VETtrak administration, system updates and maintenance in accordance with AVETMISS and Victorian VET Student Statistical Collection Guidelines
- Other operational duties as required or assigned by the Executive Officer

**Program & People Management:**
- Provide leadership and direction to the staff involved in the delivery of vocational training
- Develop, monitor and evaluate work, performance and staff development plans
- Coordinate regular team meetings, de-briefing sessions and professional development events and activities. Foster a team approach, ensure high quality team outputs and make a positive contribution to the team environment
- Provide strategic advice to stakeholders in relation to vocational training activities, including schools, training providers, industry, community, youth providers and other organisations
- Establish the correct fees and charges under the VET Funding Contract and any other contract notifications issued by Skills First
- Oversee and develop innovative delivery models in youth services, and accredited and pre accredited training courses, to meet the needs of the wider community
- Develop and implement strategy to ensure the delivery of all ACFE hours are completed and reported upon accurately
- Ensure budgets for each program/class is completed and viable
- Ensure all applicable programs have a suitable Memorandum of Understanding issued and completed
- Oversee the recruitment and selection of the Vocational Training Team staff
• Issue contracts for all staff within the Vocational Training Team including Trainers

Reporting and Evaluation:
• Evaluate and report upon the operations and results of vocational training initiatives to IMVC Executive, Board and DET contract Managers. Meet all contract management deadlines for reporting requirements
• Coordinate audits with key vocational training personnel and ensure availability of ALL files/reports as requested by ‘the Department’
• Oversee and implement internal audits, with all non-compliances rectified
• Oversee and develop methods to record statistical data and outcomes to meet Skills First, DET, AQTF, VRQA, ACFE, AQF, NSSC and IMVC requirements
• Oversee AVETMISS/Skills First/ACFE and VETtrak data and reporting. Produce accurate reports and analysis of course evaluation data
• Keep up to date with current training and other professional development

Quality and Compliance
• Manage audit and compliance requirements as per the AQTF, ACFE, Skills First, AQF, NSSC and VRQA frameworks including conducting internal audits of student and trainer files for all IMVC training programs
• Maintain registration of Nationally Recognised qualifications on scope
• Report any changes to scope of registration, and compliance matters relating to the AQTF, Skills First and/or VET quality framework, to ‘the Department’
• Ensure AQTF, ACFE, Skills First and VRQA compliance requirements are imbedded and reflected in IMVC policies, practices and procedures
• Ensure curriculum course content is aligned against AQTF, ACFE, Skills First, AQF, NSSC and VRQA requirements. Work with the Vocational Training Team to deliver the implementation of validation and moderation processes, and analysis of course evaluation
• Regularly check Skills First to ensure any contract notifications/Executive memoranda are promptly circulated to relevant staff
• Ensure all Vocational Training forms are in line with the Victorian VET Student Statistical Collection guidelines
• **Oversee policy/procedures around student eligibility to ensure they’re in line with Student Eligibility Guidelines as outlined by Skills First and other regulatory bodies**
• Ensure complaints and appeals process is available on the IMVC website, student handbook, and trainer handbook and implemented by the Vocational Training Team
• Ensure that accuracy and integrity of student records are maintained including the process for recognition of previous qualifications
• Manage the internal quality process including the resolution of complaints
• Coordinate and prepare submissions for Skills First contract applications and maintain ongoing compliance within these contracts
• Oversee the submission of data on Quality Indicators to ‘the Department’
• Advise of changes required to IMVC strategies plans, Human Resource and IT policies and/or systems
• Ensure compliance around practical placements
• Ensure VETtrak compliance, and that all Vocational Training staff are aware of the requirements of statistical reporting, including that funding source codes are reported
accurately

- Ensure Skills First internal audit is completed within the first 6 months of the contract and any non-compliances rectified, and signed off by the Executive Officer
- Ensure accurate and timely reporting, consistent with actual training delivery, and supported by Evidence of Participation
- Reconciliation of Skills First claims

Business Development

- Identify enhancements to current IMVC programs and Vocational Training operations and develop funding submissions to achieve these
- Identify evidence based new program areas, for development based on clearly articulated and identified community need, that are aligned to the IMVC strategic and business plans and develop significant funding proposals for these
- Review internal and external environments to identify opportunities for partnerships and further collaboration
- Identify new opportunities to effectively raise funds from government, philanthropic and new areas to ensure designated targets are achieved
- Provide advice and support to the EO in the development of specific marketing and development plans in relation to vocational training enterprise growth
- Liaise with internal IMVC teams and clients to identify priority training requirements for client groups
- Participate in network meetings and liaise with peak training/industry bodies to identify trends, resources, developments and opportunities in the sector
- Work with various stakeholders to develop specialized programs and costings for at risk cohorts

Qualifications

- Relevant tertiary qualifications and operational coordination experience in Vocational Training, including VET, Skills First and ACFE funded programs
- TAE4110 Certificate IV in Training & Assessment

Key Selection Criteria

1. Proven experience in business development and customer relationship management
2. Able to think “outside the box” to resolve issues and problems that may arise
3. Proven experience in adding qualifications to scope
4. Proven experience in being successful at VRQA Re-registration Audits
5. Advanced project coordination skills. Ability to multi-task and work without supervision
6. Previous experience working in an RTO and/or VET administration
7. An understanding of VET delivery and compliance
8. Advanced understanding of the RTO compliance and Skills Victoria funding requirements and understanding of the Australian training environment including Training Packages, AQTF, Skills First, AQF, NSSC, ACFE - Learn Local and VRQA reporting requirements
9. Excellent team worker with strong communication and interpersonal skills. Professional and proactive in dealing with internal and external people across the organisation – staff, clients and stakeholders
10. Strong people management skills.
11. Excellent data management, statistical analysis, IT and Microsoft Office skills
12. Strong attention to detail and written communication skills to develop content for RTO policies and complete government reports
13. Experience working with government funded training contracts and knowledge of the Australian vocational education system