**Position Description **

# RTO Operations Coordinator

The Inner Melbourne VET Cluster (IMVC), is a not-for-profit incorporated association established in 1998. Throughout its history, the IMVC has been at the forefront of developing

best-practice initiatives and models to serve the needs of young people, providing them with endless opportunities to fulfil their potential for economic and social participation.

The IMVC focuses on service delivery in the Inner, Northern and Eastern Metropolitan

Melbourne. We are well respected amongst schools, government, industry and the broader community; cooperatively and creatively working with these agencies to achieve real outcomes and seamless transitions for our stakeholders.

The IMVC provides a diverse suite of programs, as such, we have the unique capability to provide our stakeholders with a holistic approach to the development of skills, assets, opportunities and capabilities to:

* Learn – participate in education and training;
* Work – participate in employment, unpaid or voluntary work; and
* Engage – connect with people and community.

***IMVC Vision:***

*“Linking the energy and potential of young people with industry, government and community”*

# **Position Title:** RTO Operations Coordinator

**Time Fraction:**  0.8 EFT

**Responsible to:** Vocational Training Manager

**Hours**: 7.6 work hours per day, flexible between 8.00am – 5.30pm

**Motor Vehicle:** Applicant is required to have drivers license and own vehicle

**Employee Allowances**: Travel allowance

**Personal Leave:** 10 days pro rata

**Annual Leave:** 20 days pro rata

The position is a contract position until 31 December 2020. Appointment will be made subject to 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.

**Reporting Relationships**

The RTO Operations Coordinator reports to the Vocational Training Manager

## Job Summary

The key responsibilities of this position are:

* To oversee the operational requirements of accredited, pre accredited and short course programs offered by IMVC
* Assist the Vocational Training Manager and RTO Training Coordinator with the implementation of a vocational training framework to ensure IMVC is AQTF, VRQA, Skills First, ACFE, NSSC and DET compliant
* Support the Vocational Training Manager to identify and implement new/expand existing programs
* To oversee the operational implementation of the RTO marketing plan
* Support the Vocational Training Manager to expand relationships with community and education sector to increase uptake in Learn Local, VETiS (both face to face and new auspicing arrangements), short courses, Skills First, VCAL and Learn Local
* Provide support and assistance (where required) for RTO administration staff

**Key Accountabilities**

**Operational Management**

* Liaise with the Vocational Training Manager to deliver IMVC RTO programs efficiently and effectively
* Work with the RTO Training Coordinator to support trainers/assessors to ensure student evidence is returned for processing in line with IMVC procedures
* Work with training team to evaluate and review course offerings/ training material and identify areas for improvement
* Work with the RTO Training Coordinator to implement policy/procedure around student eligibility and enrolment that is in line with AQTF, VRQA, Skills First, ACFE, NSSC and DET requirements
* Work with the RTO Training Coordinator to facilitate validation sessions
* Work with the Vocational Training Manager to set up systems, protocols and procedures (eg will create checklist, excel spreadsheet)
* Engage with industry to assist with curriculum design and review
* Oversee the development and maintenance of complaint training resources and assessments (VETiS, Skills First, VCAL, Learn Local, Short courses)
* Ensure training staff are provided with and utilise compliant, versioned documents
* In consultation with the RTO Training Coordinator promptly respond to any RTO student or trainer grievances
* Liaise with suppliers to source training resources required for VET course delivery including class and student kits where required
* Facilitate RTO budgets across all initiatives
* Other duties as assigned by the Vocational Training Manager or the IMVC Executive Officer

**Quality and Compliance**

* Assist the Vocational Training Manager and RTO Training Coordinator to ensure that all IMVC courses/units are systematically validated and training material updated
* Assist the Vocational Training Manager and RTO Training Coordinator to conduct student file audits and random checks to ensure compliance with all Skills First, AQTF, VRQA and DET requirements

**Business Development**

* Maintain and build upon existing relationships by delivering best practice customer service
* Oversee the operational implementation of the RTO marketing plan
* Actively promote IMVC RTO activities to all relevant stakeholders
* Stakeholder engagement: expand relationships with community and education sector to increase uptake in Learn Local, VETiS (both face to face and new auspicing arrangements), short courses and Skills First
* Support the Vocational support Manager to identify and implement new (or expand existing) programs
* Meet annual short course KPI’s as outlined within the Business Plan
* Liaise with internal IMVC teams and clients to identify priority training requirements for client groups

## Preferred Qualifications

Certificate IV in Training and Assessment (TAE40116 or equivalent)

## Key Selection Criteria

1. Previous experience working in an RTO and/or VET administration
2. Advanced project coordination skills (excellent time management and ability to multi-task without supervision)
3. An understanding of VET delivery and compliance in schools
4. Understanding of the RTO compliance and Skills First funding requirements and understanding of the Australian training environment including Training Packages, AQTF, Skills First, Learn Local, VRQA and DET reporting
5. Excellent team worker with strong communication and interpersonal skills. Professional and proactive in dealing with internal and external people across the business – staff, clients and stakeholders
6. Excellent data management, statistical analysis, IT and Microsoft Office skills
7. Strong attention to detail and written communication skills to assist in monitoring content for RTO courses;
8. Experience working with government funded training contracts and knowledge of the Australian vocational education system.