

Position Title	Apprentice and Traineeships Officer
Portfolio	Education
Division	Teaching Quality Centre
Department/Cost Centre	Teaching Quality Centre - 05600
Classification	Teaching Staff L1 - L3 (dependent on qualifications and experience)
Position Number/s	101949
Reporting to	Manager – Teaching Quality Centre
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Teaching Quality Centre (TQC) supports and oversees SWTAFE's wide education and program development; and quality functions in support of the four Education Divisions. The portfolio is also responsible for SWTAFE's strategic projects that focus on innovation and regional needs that contribute to growth and diversification of SWTAFE revenue streams.

The Teaching Quality Centre is an underpinning support service for the Teaching Divisions. It comprises specialist staff with expertise in course planning and development and able to lead the management of courses in the SWTAFE's scope of registration. It is also tasked with ensuring SWTAFE's educational programs are innovative, high quality and meet all applicable regulatory standards. The team also leads innovation in curriculum design and has a lead role in the ongoing development of teacher skills. A major focus is on supporting teaching redesign and renewal; including the development of flexible, online and blended learning, student focused andragogy models and effective and equitable learning experiences for all students.

The Centre is a key driver of change management and the creation of an organisational culture that embraces a strong teacher support culture and continuous improvement across all campus sites.

The TQC provides support and leadership as needed in the preparation and implementation of various educational and professional development projects. These can include Workforce Training Innovation Fund (WTIF) projects that create industry workforce solutions that enhance workplace productivity, and recognising the need for industry and training providers to work together. Other projects include those funded under the Regional and Specialist Training Fund (RSTF); and a number of organisational capability development projects. The portfolio works closely with the Education Divisions and other internal stakeholders such as the Registrar and Audit, Risk and Compliance Manager to maintain a quality approach to SWTAFE teaching and learning practice.

Position Overview (Your Opportunity)

The Apprentice and Traineeship Officer (ATO) is a key specialist support role to teachers involved in delivery to the trainee and apprentice cohort providing guidance and instruction in relation to teaching administrative procedures and best practice teaching strategies which meets the needs of trainees and apprentices, their employers and the community generally.

The ATO acts as a key reference point for guidance in adhering to the VRQA's business rules and the requirements of the "Guidelines about Apprenticeship/Traineeship Training Delivery" as stipulated by the VET Funding Contract. In addition, as the nominated contact for School Based Apprentices and Trainees (SBAT's) it is essential that the ATO has a sound understanding of the implications of the SBAT set up, delivery and timelines upon a student's ATAR score.

The ATO is integral to SWTAFEs ability to maintain necessary compliance requirements and ensure that best practice teaching processes are implemented which meet rigorous audit requirements. The ATO supports teachers of apprentices and/or trainees with employer engagement, delivery strategies, Training Plan set up, file evidence and data requirements and completion processes to ensure compliance obligations are met.

The ATO may identify training needs and skills gaps for teachers and provide training where appropriate. The ATO remains conversant with relevant technologies and trends in Vocational Education and Training and informs staff of the benefits of their use and implementation.

The ATO is expected to display initiative and a high level of judgement to ensure the organisation's delivery to apprentice and/or trainee cohorts are both compliant and of the highest quality.

The ATO will liaise with a range of staff within the organisation, especially Teaching Managers, Senior Educators, general teaching staff, the Registrar and the region's Apprenticeship Support Officer. Externally, the ATO is the Organisation's primary contact with the region's Australian Apprenticeship Support Networks (AASN's), Group Training Organisations (GTO's), School Based Apprentices and Trainees (SBAT) and is one of SWTAFEs nominated representative on the state-wide Apprenticeship and Traineeships TAFE Network (ATTN).

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Offer a high range of support and advisory services to teaching division staff relating to trainee and apprenticeship delivery with attention to detail and accuracy of information, deliver excellent customer service and ensure that operations comply with South West TAFE's policies and procedures.
- Coordinate and deliver an induction program targeted at new teachers of apprentices and/or trainees addressing teaching practice, records maintenance and administrative requirements to meet the requirements of the "Guidelines about Apprenticeships/Traineeship Training Delivery".
- In conjunction with the Registrar, lead the Community of Practice forum for teachers of apprentices and/or trainees to ensure they are kept informed of requirements, have the opportunity to discuss best practice and meet external networks such as representatives from the regions Australian Apprenticeship Support Network (AASN).
- Support progress issues when identified, working with the relevant teachers to rectify and where necessary liaise with the relevant AASN.
- In liaison with the Project Officer – Registrar maintain resources to support teaching staff and apprentices and trainees including a Handbook, sample files, and intranet information. Regularly review the content to ensure currency and relevance.
- Work with the SMS team to ensure that SMS functionality supports the needs of teachers and is aligned to the requirements of delivery to apprentices and/or trainees.
- In response to Audit outcomes specific to apprentices and/or trainees:
- Recommend amendments or modifications to Organisation procedures and/or business process to address identified issues
- Develop and deliver training to an individual or a group of teachers to address highlighted issues of risk or opportunities for process improvement.
- Develop and/or update resources and guidelines to support teachers.

- Communicate changes made to all relevant teaching and support staff.
- Act as the liaison point for Schools with School Based Apprentices and Trainees (SBAT). Work with the teaching divisions to ensure that schools are kept informed and there is a mutual awareness of critical timelines and documentation requirements. Assist the Project Officer – Registrar with co-ordination of the completion of SBAT's so student results can be provided to the schools for entry into VASS in a timely manner.
- Keep the Manager Teaching Quality Centre informed of any potential risk issues identified through engagement with teaching staff including any skills gaps and/or training needs to ensure that appropriate training and support is being provided.
- Be the organisation's nominated central contact point for all traineeship and apprenticeship enquiries from external organisations including acting as the organisation's nominated representative on the state-wide Apprenticeship and Traineeships TAFE Network (ATTN) and ensure that information provided through the network is communicated to relevant staff in the broader organisation.
- Have regular communication with the region's Australian Apprenticeship Support Networks (AASN's) to ensure that they are kept informed of organisation obligations and requirements in relation to the Skills First Funding Contract
- Work with the other members of the Teaching Quality Centre to create a dynamic support team for teaching staff and managers.
- Offer a high range of support and advisory service to Teaching Division staff relating to trainee and apprenticeship delivery.

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated understanding of a range of teaching methodologies, techniques and standards including the requirements of VRQA and ASQA, and their implementation in a training organisation.
- Demonstrated practical and current experience in the delivery, management and record keeping associated with traineeships and/or apprenticeships in a large organisation and an understanding of the regulatory requirements in relation to the delivery to this cohort.
- Experience in implementing and monitoring quality processes in a complex organisation.
- Sound interpersonal skills including a demonstrated ability to relate professionally to both internal and external clients with a strong customer service approach.
- Demonstrated initiative, problem solving skills and attention to detail to address identified issues utilising high level organisational and administrative skills.
- Demonstrated ability to work independently and as part of a team to achieve outcomes.
- Demonstrated capability to provide a strong customer service approach to all internal and external stakeholders.
- Relevant industry and management experience as well as an understanding of current issues and developments in the Victorian TAFE system and the national VET sector.
- Demonstrated time management skills including the ability to meet deadlines, achieve goals working concurrently on multiple tasks and work schedules.
- Competent the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software.

Qualifications and Requirements

Mandatory requirements

- TAE40116 Certificate IV in Training and Assessment (or equivalent)
- Demonstrated teaching experience in the delivery of training to apprentices and/or Trainees
- Employee Victorian Working with Children and satisfactory Police Check
- A current Victorian Driver's Licence

Highly desirable requirements

- Diploma of Vocational Education and Training (VET) Practice.
- Experience using Microsoft and Adobe Office products and relevant industry software and programs

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with Victorian TAFE Teaching Staff Agreement 2018
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager	Name	21/06/2019
Approved by	Department Executive Manager	Name	21/06/2019
P&C review	People & Culture		
Agreed by	Incumbent		