

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	RTO Administrator
<b>LOCATION:</b>	Cairns, QLD
<b>REPORTING TO:</b>	RTO Manager

### PURPOSE STATEMENT

The RTO Administrator will oversee all administrative support to training and assessment to ensure a high quality of service to drive the business and meet regulatory requirements.

### 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.

### OUR VALUES

- We will invest in our people
- We will be 100% safe, 100% of the time
- We will provide innovative solutions to problems
- We will provide excellent customer service
- We can always be better in how we do things

### REPORTING

This position reports to the RTO Manager

### PRIMARY DUTIES

- Assist in the administration of national and state compliance frameworks relevant to the RTO;
- Ensure training delivery and assessment practices align with the ASQA and PQS standards;
- Manage service delivery to trainees, their employers and where appropriate their parents and schools;
- Process and manage all SRTO notifications received and ensure they are processed and recorded in a timely manner;
- Oversee the management of Student Management System and the Learning Management System(s);
- Manage the payment of fees by trainees and claiming of incentives for funded training;
- Ensure all reporting requirements are completed as required, including AVETMISS reporting;
- Assist in project development from concept to delivery, ensuring a seamless transition to operational business;
- Administer all enquiries received for White Cards including replacement and undertaking the course;
- Ensure all training enquiries are dealt with within specified timeframes;
- Monitor trainer's consultation with industry to ensure continued relevance of programs;

- Ensure that training activities are properly planned, resourced and delivered;
- Allocate resources and log on credentials to students accessing the student LLN and LMS portals;
- Administer and manage student tuition fees, and ensure correct claiming of incentives linked to funded training programs;
- Conduct data capture and reporting activities as directed;
- Ensure AVETMISS data is entered and reconciled against DET records;
- Identify opportunities for training delivery improvement;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

### **KNOWLEDGE, SKILLS & EXPERIENCE**

- Demonstrated ability to interpret contracts and legislative requirements;
- Knowledge or the ability to gain knowledge of RTO operations including compliance and AVETMISS reporting;
- Provide excellent customer service to stakeholders, including the handling of phone enquiries from prospective students, AASN providers and the general public;
- Experience and proficiency working with a Student and Learning Management Systems;
- Demonstrated ability to identify and develop improvements within an organisation;
- Excellent interpersonal skills, teamwork and the ability to work autonomously;
- Sound administration, organisational and time management skills;
- Demonstrated capacity to work in a fast paced environment with tight time schedules;
- Positive approach to a continually changing work environment;
- High level interpersonal, consultative written and oral communication skills; and
- Sound Microsoft Office skills.

### **QUALIFICATIONS AND CERTIFICATES**

- Qualifications in Business or related disciplines or equivalent is preferred.

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: \_\_\_\_\_