

## POSITION DESCRIPTION

<u>Position Title:</u>	<b>Trainer &amp; Assessor - Certificate III in Individual Support</b>
<u>Classification:</u>	Social and Community Services Employee - Level 4
<u>Award:</u>	Social, Community, Home Care & Disability Services Industry Award 2010.
<u>Department/Program:</u>	Inclusion Training
<u>Report to:</u>	Training Manager
<u>Location:</u>	Inclusion Training Venues
<u>Issue Date:</u>	25/03/2021

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I have read, understand and accept this position description. I agree to notify my manager immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- driver's license status (if applicable)
- safety screening status changes or
- the capacity to fulfil the inherent requirements of the role changes

\_\_\_\_\_  
Employee's Name:

\_\_\_\_\_  
Employee's Signature

Date:    /    /

## **POSITION OBJECTIVE**

The Trainer & Assessor - Certificate III in Individual Support, will provide vocational expertise, across all aspects of delivery, planning and performance ensuring excellent outcomes for training students undertaking an accredited vocational course. This position plays an important role within the Inclusion Training Team, delivering online training to students utilising Moodle, Teams and Zoom software.

## **INCLUSION TRAINING**

Inclusion Training is a Registered Training Organisation (RTO) that delivers accredited and pre-accredited training in literacy, numeracy and work readiness to people with intellectual disability. We believe that education is the key to growth socially, developmentally and economically.

Inclusion Training runs accredited and non-accredited courses as listed below:

- CHC33015 Certificate III in Individual Support
- Pre-accredited literacy and numeracy
- 22294VIC Course in Initial Adult Literacy and Numeracy
- 22293VIC Certificate I in Adult Literacy and Numeracy
- 22471VIC Course in Initial Education for Adults
- 22476VIC Certificate I in General Education for Adults (Introductory)
- 22301VIC Certificate I in Transition Education

All classes are small, with a maximum of ten students, to enable and support good learning outcomes.

# Our Values

## **Integrity**

*"To consistently act on sound moral principles"*

**We will act with integrity by:**

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

## **Potential**

*"The inherent ability or capacity for growth"*

**We will see the potential of all persons by:**

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

## **Individuality**

*"A single person regarded as a unique personality, distinguished from others by special qualities"*

**We will embrace individuality by:**

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

## **Relationships**

*"A significant connection existing between people and communities"*

**We will foster relationships by:**

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

## KEY RESULT AREA – Educational

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>Ensure all activities are carried out in accordance with Australian Qualification Training Framework (AQTF), Victorian Regulatory Qualification Authority (VRQA), Training and Skills Higher Education &amp; National Disability Insurance Scheme (NDIS) standards with a high level of accuracy</li> </ul>	<ul style="list-style-type: none"> <li>All compliance and legislated requirements of the Registered Training Organisation are understood and met and kept up to date with the Legislation.</li> </ul>
<ul style="list-style-type: none"> <li>Assess and monitor learners' individual needs and priorities.</li> </ul>	<ul style="list-style-type: none"> <li>Student contact notes to be written daily and reports prepared that will identify additional needs and priorities</li> </ul>
<ul style="list-style-type: none"> <li>Effectively deliver programs according to Inclusion Training's documented Training and Assessment Strategies (TAS); as negotiated with the Training Manager and/or the Compliance Officer.</li> <li>All session plans and delivery plans prepared</li> </ul>	<ul style="list-style-type: none"> <li>Current curriculum, past and current lesson plans, training materials, mapping documents, assessments and preparing reports completed as directed in TAS</li> <li>Session plans and delivery plans completed before the start of each term in accordance with TAS document</li> </ul>
<ul style="list-style-type: none"> <li>Be actively involved in Validation and Moderation of all courses delivered</li> </ul>	<ul style="list-style-type: none"> <li>Actively participate in Validation sessions and provide concrete improvement tasks</li> </ul>
<ul style="list-style-type: none"> <li>Prepare reports, complete pro-forma and document processes for class groups and individual learner's competencies</li> </ul>	<ul style="list-style-type: none"> <li>Student course participation (unit/cluster start end dates, extension to training, lack of participation, etc.) are reported as per Policy and Procedures</li> </ul>
<ul style="list-style-type: none"> <li>Provide practical assistance to learners.</li> </ul>	<ul style="list-style-type: none"> <li>All communications are positive, supportive, and effective.</li> </ul>

## KEY RESULT AREA - Documentation & Record Keeping

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>Maintain accurate administrative records (in both electronic and paper-based formats) in accordance with Inclusion Training guidelines and in line with the Quality Management System</li> </ul>	<ul style="list-style-type: none"> <li>Student electronic and paper records are completed accurately, kept up to date and stored appropriately to meet privacy &amp; confidentiality requirements</li> <li>Stakeholder feedback forms completed</li> <li>Demonstrated compliance with Inclusion Training &amp; Inclusion Melbourne's Policies and Procedures</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrated audit compliance with internal and external contracts and legislative requirements</li> <li>Ensure that all related record-keeping and correspondence is completed on time, and sighted by the Compliance Officer and/or Training Manager on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>Successful and timely completion of all documents/reports to a high standard in terms of quality and compliance                             <ul style="list-style-type: none"> <li>daily documentation: file notes, attendance records, course notes,</li> <li>archiving of completed students work as instructed by the Compliance Officer.</li> <li>maintenance of learner's files,</li> <li>all training and assessment required documents:                                     <ul style="list-style-type: none"> <li>feedback to students</li> <li>assessor's observations</li> <li>student progress reports as required</li> <li>individual programmes and protocols</li> <li>behaviour management strategies</li> <li>all other administration and documentation as required or as requested</li> </ul> </li> </ul> </li> </ul>

## KEY RESULT AREA - Organisational

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>Adhere to Inclusion Melbourne and Inclusion Training's policies, systems and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Organisation policies &amp; procedures followed at all times</li> </ul>
<ul style="list-style-type: none"> <li>Participate in and contribute to Inclusion Melbourne's Occupational Health and Safety activities to ensure a safe environment for staff, students, volunteers and visitors</li> </ul>	<ul style="list-style-type: none"> <li>Report any OH&amp;S issues to the Manager</li> </ul>
<ul style="list-style-type: none"> <li>Maintain and promote a workplace free from bullying, discrimination, harassment, and assault of any kind</li> <li>Follow organisational feedback and complaints procedures to report bullying, discrimination, harassment, or assault</li> </ul>	<ul style="list-style-type: none"> <li>Workplace free from discrimination and harassment</li> </ul>
<ul style="list-style-type: none"> <li>Ensure stakeholder confidentiality is maintained at all times</li> </ul>	<ul style="list-style-type: none"> <li>Confidentiality is maintained at all times</li> </ul>
<ul style="list-style-type: none"> <li>Establish &amp; maintain effective relationships with a variety of internal &amp; external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Positive relationships maintained with all stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Maintain professional competencies and technical knowledge by attending educational workshops; reviewing professional publications and establishing and maintaining industry and personal networks</li> </ul>	<ul style="list-style-type: none"> <li>Develop and maintain a Professional Development Plan which includes 2 Vocational and 2 RTO Compliance sessions</li> </ul>
<ul style="list-style-type: none"> <li>Any other duties as required and within the general scope of responsibilities of this position, as directed by the Manager, Inclusion Training</li> </ul>	<ul style="list-style-type: none"> <li>Proven response and support to ad-hoc situations</li> </ul>

## KEY RESULT AREA - Organisation/Customer Service

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> <li>Demonstrates and upholds IM Values</li> </ul>	<ul style="list-style-type: none"> <li>Values of Inclusion Melbourne are incorporated into daily work practices</li> </ul>
<ul style="list-style-type: none"> <li>Customer Service (internal &amp; external) Listens to and responds promptly</li> </ul>	<ul style="list-style-type: none"> <li>Excellent customer service to all stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented</li> </ul>	<ul style="list-style-type: none"> <li>All communications are positive and effective.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure effective communications with all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Positive customer feedback</li> <li>Displays a commitment to open communication</li> <li>All communication is respectful and courteous</li> <li>Accurate and relevant information communicated to the Training Manager</li> </ul>

## KEY RESULTS AREA – OUR TEAM

Key Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"><li>• Participate fully in staff appraisal and professional development review processes</li></ul>	<ul style="list-style-type: none"><li>• Performance review conducted in accordance with the relevant policy</li></ul>
<ul style="list-style-type: none"><li>• Attend and contribute in team meetings and other meetings as required</li></ul>	<ul style="list-style-type: none"><li>• Regular attendance and participation in team meetings and planning days</li></ul>
<ul style="list-style-type: none"><li>• Establish and maintain effective relationships with a variety of internal stakeholders</li></ul>	<ul style="list-style-type: none"><li>• Contribute to the development of Inclusion Training ensuring communication is positive and effective</li><li>• Openly supports and respects diversity</li></ul>
<ul style="list-style-type: none"><li>• To be an effective team member</li><li>• Contribute to positive team moral</li></ul>	<ul style="list-style-type: none"><li>• Sets and keeps high standards of teamwork</li><li>• Communicate significant issues to managers and co-workers and fostering positive working relationships.</li><li>• Work with team members to assist in resolving issues in a timely and effective way.</li><li>• Proactively supports other team members.</li></ul>

### ORGANISATIONAL RELATIONSHIPS

**Reports to:** Training Manager

**Internal Liaisons:** Compliance Officer  
Personalised Supports staff  
Administration & Finance staff  
Community Support staff

**External Liaisons:** Student work placement supervisors/managers

### ACCOUNTABILITY:

Accountable for the delivery of high-quality education and support to Inclusion Training students undertaking the Certificate III in Individual Support, including managing all aspects of the student lifecycle, such as:

- Teaching, delivery and learning assessment
- Teaching, materials and resources
- Student retention and engagement
- Learner success
- Industry expertise
- Student performance

### EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING:

To achieve the duties and responsibilities of the position, the Trainer & Assessor – Certificate III in Individual Support is expected to: -

- exercise a degree of autonomy
- undertake a variety of tasks of a specialised and/or detailed nature under the general direction of the Manager, Inclusion Training
- exercise professional judgement and initiative where policies and procedures are not clearly articulated;
- undertake duties that require knowledge of procedures, guidelines and statutory requirements relevant to the RTO
- with support from the Manager, establish priorities and monitor work flow in area of responsibility
- use initiative to identify, or predict an issue that may arise and assess or think through resolution options using sound problem-solving skills and discuss with Manager
- alert management of any potential issue or crisis.
- meet AQTF, VRQA, Training and assessment and Skills First funding contract requirements.

## QUALIFICATIONS & EXPERIENCE

### Mandatory

- Minimum Certificate III in Individual Support or higher
- Knowledge and experience in teaching and assessing Certificate III in Individual Support
- Knowledge and experience in using Moodle
- Certificate IV Training & Assessment (TAE4116, TAE40110 (including TAELLN411, TAE LLN401A) As per schedule 1 of the VRQA Guidelines for VET providers
- Relevant and current industry and vocational experience
- Must have a current Trainer and Assessor Skills Training Matrix

## KEY SELECTION CRITERIA

**Essential** - *To be effective in this role, the incumbent must have:*

- Affiliation with Inclusion Melbourne Values
- Qualifications & Experience outlined in the position description
- Well-developed communication & interpersonal skills
- Effectiveness in communicating and working collaboratively with learners and other stakeholders in ways which maintain a supportive learning environment
- Highly developed computer literacy skills
- Demonstrated problem solving, planning and operational skills
- Demonstrated organisational management skills
- A flexible and effective approach to working within a team environment
- Ability to work independently
- Excellent written skills
- Victorian Drivers Licence

## QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Training adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

## PRIVACY, SECURITY & CONFIDENTIALITY

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support, employees and volunteers is stored securely
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate complete and up-to-date
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne

## How you will be measured in your role

All staff are subject to an annual performance appraisal and at other set times during the year. The performance appraisal will be completed in relation to your position description and the delivery of your KPIs (Key Performance Indicators). The responsibilities, duties and KPIs for your role are defined and listed in your position description. A performance appraisal form is to be completed in collaboration with your manager.

The performance appraisal process has four components:

- **Part 1 – Key responsibilities & KPIs: to measure competence** in all Key Performance Indicators as required by the role (and identified in the position description)
- **Part 2 – Current agreed action plan:** to identify goals and opportunities for improvement that allow you to fulfil individual and organisational objectives
- **Part 3 – Training & development opportunities undertaken since last appraisal**
- **Part 4 – Development & training plan for next twelve months**
- **Part 5 – Employee's overall comments on the session**
- **Part 6 – Supervisor's overall comments on the session**

## GENERAL INFORMATION

### **Training & Development**

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

### **Occupational Health, Welfare and Safety**

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

### **Policies & Procedures**

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal, Standards & Performance Pathways (SPP). It is expected that all staff familiarise themselves with the organisation's policies and procedures.

### **Conditions of Employment**

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer to the Conditions of Employment policy.

### **Probationary Appointment**

In accordance with the provisions of the Fair Work Act and Regulations, a six-month probationary period will apply, to relevant positions.

### **Superannuation**

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

### **Salary Packaging**

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – [customerservice@accesspay.com.au](mailto:customerservice@accesspay.com.au)
- Fax – 1300 361 498



## **Long Service Leave**

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 and Inclusion Melbourne's Conditions of Employment policy.

## **Annual Leave**

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **Personal/Carer's Leave & Compassionate Leave**

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

## **Ceremonial Leave**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

## **Parental Leave**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

## **Purchase Additional Leave**

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

## **Designated Breaks**

It is a long established custom and practice of Inclusion Melbourne (and prior to that Gawith Villa) to close for business over the Christmas/New Year period and during designated staff professional development days. Staff are encouraged to take annual leave, leave in advance or leave without pay during the Christmas/New Year two-week period. Staff should discuss specific work requirements with their manager. A calendar will be developed for each business unit and will be distributed to staff each year, identifying dates of service closure and public holidays.

## **Termination of Appointment**

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

## **Right to Work in Australia**

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

## **Smoke Free Work Place**

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

## **Safety Screening – NDIS Clearance Check**

All employees must provide a NDIS Clearance Check prior to commencement. Employees are responsible for obtaining & renewing the clearance check and for payment of the application fee. An unsatisfactory assessment may result in Applicant not being appointed. An Applicant who refuses to obtain a clearance check will not be appointed.

## **Other Employment or Conflict of Interest**

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

## **Return of Documents & Property**

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

## **Use of Private Vehicles for Work Related Activities**

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work-related nature of the vehicle usage.

## **Risk Management**

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

## **Equal Opportunity & Diversity**

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.