

Training Administrator (Qualifications)

This busy role will see you working closely with the Administration Manager completing daily operational activities to ensure everything runs smoothly, which includes record keeping, data entry and to make sure the RTO is compliant at all times.

The holder of the position will be responsible for, but not limited to;

- Ensuring that administrative processes are accurate and completed within set timeframes
- Creating class training events/ courses
- Assist in the electronic production of course materials through the use of advanced word processing programs
- Effectively communicate with trainers and assessors to ensure compliant paperwork and ensure trainers are following College policies and procedures
- Ensure student files are accurate and completed in line with College policies and procedures
- Comply with organisational policies and procedures and external agreements
- Assist in the management of the logistical operation of the College in the clean-up of the refreshment area for students
- Respond directly to telephone enquiries whenever possible
- Assist in the issuing of qualification-based statements for students successfully completing training programs
- Provide information and support to students in the selection of appropriate training programs and enrolment and study requirements
- Assist in maintaining College SMS with all new contacts, and confirming student enrolments into the database
- Greet students/clients who enter the office for meetings and provide them with refreshments when necessary
- Assist with production of learner materials and assessments as required
- If required, commence work earlier than the usual 8.30am (ranging from 7.30am to 8.30am) a maximum of one day per week, to address all training needs for that day – this is dependent upon the starting time of workshops being conducted anywhere in Australia on that day
- If required, work later (up to 5.30pm) a maximum of one day per week, to address all training needs for that day

Essential Requirements

- Demonstrated superior interpersonal skills and experience in communication, (both oral and written) including emails, telephone calls and correspondence
- High level organisational skills, attention to detail and time management.
- Demonstrated capacity to work in a high-volume, multi-disciplinary environment, both as part of a team and independently
- Ability to maintain strong relationships

- Ability to adapt to change and manage complex systems
- Demonstrated energetic approach to work
- Ability to present a positive corporate image to the public
- Ability to follow procedures and keep accurate records
- Commitment to, and a capacity to implement WHS and EEO legislation
- Accurate data entry skills
- Excellent customer service skills
- Advanced computer literacy, with a minimum of intermediate skills in Microsoft programs (Outlook/Word/Excel/PowerPoint)

Desirable Requirements

- Knowledge and skills for maintaining compliance
- Previous RTO administration experience
- Understanding of VET Quality Framework