

Position Title: Training Officer  
 Department: Training  
 Responsible To: Training and RTO Compliance Supervisor

**Primary Objective:**

This role is accountable for the delivery and assessment of accredited retail training programs to build the capacity of local store staff in remote Aboriginal communities.

**Key Accountabilities:**

*Training and Assessment*

- Deliver training programs in line with Outback Stores policy, values and mission
- Assist store managers in identifying and recruiting potential trainees
- Schedule training visits in line with contractual requirements
- Provide feedback at all opportunities to trainees, employers and the Training and RTO Compliance Supervisor
- Implement strategies to improve completion rates of “at risk” trainees

*Relationships*

- Develop and nurture relationships with key stakeholders including trainees, store managers, Apprenticeships Support Officers and regulatory bodies
- Promote and build the perception of training throughout all aspects of the business

*Compliance*

- Comply with all regulatory requirements relating to training and assessment including Standards for Registered Training Organisations (SRTO)
- Contribute to the maintenance of Outback Stores’ RTO status by participating in continuous improvement activities
- Monitor RTO Compliance Register and follow up outstanding action items
- Identify and participate in professional development activities
- Assist in the review of policies, procedures, documentation and forms

*Administration*

- Accurate data entry into student management system (VETtrak)
- Collating, scanning and filing of student evidence

**Competency Profile - Training**

Behavioural Competencies		Technical Competencies
<b>Essential</b>	<b>Desired</b>	<b>Training</b>
Professional Integrity	Knowledge of communities	High level instructional training
High level customer service	Knowledge of remote towns	High level cultural competency
Excellent communication		Mentoring and coaching
Initiative		Training needs analysis
Teamwork		High level attention to detail
Excellent interpersonal skills		High level organisational skills
Ability to build relationships		Sound time management
Hands on approach		Strong coordinator

Adaptable		Intermediate Excel skills
Supportive		Intermediate Word skills
		Training design & development

### Essential Qualifications

- TAE40110 Certificate IV in Training and Assessment or higher
- SIR30212 Certificate III in Retail Operations

### Expertise

- Five years experience within a retail environment
- Proven experience as a trainer and assessor
- Proven experience driving and working in remote environments
- Proven experience working cross culturally
- Experience using student management system VETtrak highly advantageous
- Intermediate experience in Microsoft suite
- Indigenous heritage highly valued.

### Key Performance Indicators

To be defined

Employee Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Employee Name: \_\_\_\_\_ Date: \_\_/\_\_/\_\_