RTO Operations Manager Position Description

Position: RTO Operations Manager
Liaises With: All staff
Position Classification: Part Time (.4 FTE)
Staff reporting to this role: Trainers/Assessors
Report to: EO
Current Incumbent: Vacant – New Position
Position Type: Contract Position

About EHPA

Environmental Health Professionals Australia (EHPA) is a national organisation committed to excellence in Environmental Health practice.

Supporting environmental health professionals through ongoing education and research we are committed to providing ongoing professional development through our CPD program.

EHPA is open to everyone who works in or has an interest in Environmental Health or Public Health and its related fields.

EHPA has a professional development program open to everyone including all Environmental Health Technicians and allied workers.

Organisation Values

To protect and improve the public health of our community through the engagement of partners, advocacy, leadership and excellence in professional practice.

Mission Statement

We achieve our vision by:

- Promoting and supporting Environmental Health Professionals;
- Developing and enhancing standards of professional practice;
- Advocating and collaborating with stakeholders to improve health outcomes; and
- Inspiring our members to be leaders in their communities.

Values

- Professionalism and integrity;
- Ethical and transparent Governance;
- Accountability;
- Responsiveness to change;
- Sustainability;
- Stewardship;
- Collaboration;
- Innovation and resourcefulness; and
- Excellence and Best Practice.
Position Objective
The RTO Operations Manager is responsible for the day to day management of the operations of the Registered Training Organisation. The RTO Operations Manager ensures ongoing compliance with the Standards for RTOs 2015.

Key Responsibilities:

OPERATIONS
- Development/writing of new courses
- Participating/assisting in the running of non-accredited training
- Oversee all training and assessment
- Review accuracy, currency and compliance of website information at least quarterly.
- Monitor and participate in student and staff complaints as required.
- Participate in validation and moderation exercises and report on these to the CEO
- Review and update learning and assessment strategies and training and assessment material as necessary
- Administration using Vettrak online
- Administration of student files
- Administration assistance to EO when required
- Capacity to provide support when EO is on leave
- Administration support including audits for Continuing Professional Development program
- Administration support to Certified Professional Environmental Health scheme
- Other duties as required

DOCUMENT MANAGEMENT
- Ensure master copy of management system documentation is available and accessible to staff.
- Oversee working drafts of new documents or proposed changes to existing documents.
- Forward proposed documents to CEO for approval before use.
- Maintain the currency of and access to required external documents.
- Communicate changes of external documents to all staff.
- Ensure our quality management system documentation is available to all staff
- Oversee document update in accordance with Policy and Procedure where required.
- Maintain organisational document control in accordance with Document Control procedure
- Maintain organisational records control in accordance with Records Management procedure

STAFF MANAGEMENT
- Conduct staff appraisals for trainers and assessors
- Provide compliance training to staff members.
- Conduct staff induction
• Provide opportunities for professional development for Staff regarding their vocational competency and training and assessment competence.

COMPLIANCE AND REPORTING
• Monitor and report to the EO on the RTOs compliance with the Standards for RTOs 2015 requirements for review and as a basis for ongoing improvement
• Ensure that the RTO provides reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit.
• Provide the regulatory authority with accurate and timely information regarding EHPA RTO’s registration and compliance, (including major changes to the RTO’s senior management staffing profiles, relocation of the RTO, financial difficulties and the transfer of client records).
• Apply to regulatory authority for any extension to scope of registration
• Prepare reports on activities, accidents and incidents, inappropriate behaviour or conduct, the associated circumstances, and action taken.
• Notify staff members of intention to audit.
• Manage and participate in compliance audits.
• Create the audit rectification plan, undertake rectifications as required and close out the audit. following the continuous improvement processes in place
• Maintain a file of all audit reviews and reports

QUALITY
• Report of all non-compliance issues as required
• Schedule and conduct internal audits in accordance with the audit schedule.
• Maintain organisational improvement in accordance with Continuous Improvement procedure
• Ensure compliance with Quality Management System policies and procedures;

RISK
• Participate in the identification and assessment of risk;
• Carry out assigned risk mitigation activities;
• Report incidents in accordance with approved procedures
• Participate in the Risk Management Team

COMPLIANCE WITH LAWS, GOVERNMENT POLICIES AND EHPA POLICIES
• Ensure training is conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
  o Commonwealth Racial Discrimination Act 1975
  o Commonwealth Sex Discrimination Act 1984
  o Disability Discrimination Act 1992
• Ensure training is conducted in compliance with relevant sections of the:
  o Privacy Act 1988
  o Crimes Act 1958
  o Freedom of Information Act 1982
• Ensure you act in accordance with EHPA policies and procedures
• Maintain access to current legislation.
• Ensure compliance with all Commonwealth and State legislative requirements governing business activities in relation to vocational education and training.
WHS

- All EHPA employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety. All employees are responsible for their own safety and that of fellow employees.
- All employees must:
  - Report unsafe or unhealthy work practices to coordinators; and,
  - Comply with EHPA WHS policies and procedures and to follow directions given by coordinators, managers or any WHS representatives in relation to safe work practices.

Key Selection Criteria

Qualification and Education Criteria

- TAE40110 Certificate IV in Training and Assessment including LLN
- TAE50111 Diploma of Vocational Education and Training - desirable
- Knowledge of environmental and public health - desirable

Key Knowledge and Experience

- Proven Experience in writing compliant Course Materials to fit Units of Competency
- Experience as a RTO Operations/Compliance Manager or working in a management role within the RTO
- Proven knowledge and understanding of the vocational education and training in Australia; with regard to trainer qualifications and professional development
- Knowledge/experience of ASQA reporting requirements

Special Conditions

Proof of Identity

A birth certificate, passport or current driver’s licence is to be sighted as proof of identity.

National Police Records Check

Employment is subject to a satisfactory national police check.

Driving on the Job

If the role requires use of personal vehicle, a current Victorian driver’s licence is essential and will need to be sighted by an appropriate officer of EHPA.

Performance Evaluation

Performance evaluations are conducted annually to assess outcomes against agreed key responsibilities and to establish new role and professional development objectives.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to handle objects, or feel and reach with hands and arms. The employee is
occasionally required to stand and walk. The employee must occasionally lift and/or move up to six kilograms.

Approval

We acknowledge and agree that the above job description is a true and accurate description of the RTO Manager Role.

Approved by: 

Agreed to by the incumbent: 

Note: This position description is current at the date of approval and may be amended in conjunction with the current incumbent.