

# Role Description

## Training Advisor

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Skills and Higher Education/Training Services NSW
Location	Various Metropolitan and Regional Centres
Classification/Grade/Band	Clerk Grade 5/6
Role Number	Various
ANZSCO Code	511112
PCAT Code	
Date of Approval	2019
Agency Website	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

The Training Services NSW Directorate leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

The Directorate also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The Directorate has frontline staff in the Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

### Primary purpose of the role

Support the delivery of vocational education and training and employment programs and services to the community, apprentices, trainees, and their employers. It forms part of a team of staff providing regulatory, quality assurance, program administration and advisory functions to support the participation and completion of people in vocational education and training and related programs across the region.

### Key accountabilities

- Act as a point of contact and provide advice and support to employers, apprentices and trainees to support an increase in training and employment participation and completion rates..
- Undertake monitoring of regulatory and contractual compliance of employers, students and Registered Training Organisations to ensure the required standards are being met.

- Exercise delegations under relevant legislation, contract and program requirements to ensure all regulatory and statutory obligations are being met.
- Provide advice on skills recognition processes to ensure that customers and stakeholders are provided with relevant and up to date information.
- Administer various vocational education and training and employment programs and projects to provide high quality service to customers.
- Conduct and facilitate presentations to customers on vocational education and training and employment programs and services to support the promotion of Training Services NSW programs and services.
- Prepare correspondence, briefings and reports to support the effective operations of the Regional Centre.

## Key challenges

- Working in a dynamic and changing environment with minimal supervision.
- Ensuring that advice and information provided to stakeholders is accurate and current.

## Key relationships

Who	Why
<b>Internal</b>	
Senior staff in Training Services NSW and senior managers across the Department of Education	<ul style="list-style-type: none"> <li>• Assist with the development and maintenance of effective working relationships to foster collaboration, consultation and engagement for the delivery of integrated support services for apprentices, trainees and their employers</li> </ul>
<b>External</b>	
Stakeholders including apprentices, trainees, other students and their employers, training organisations and industry	<ul style="list-style-type: none"> <li>• Maintain regular and meaningful communication with stakeholders across the region</li> <li>• Provide accurate and timely information and advice</li> </ul>

## Role dimensions

### Decision making

The role:

- Acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes
- Consults with the manager on matters that are sensitive and/or contentious to agree on a suitable way forward.

### Reporting line

Regional Manager

### Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements





- Aboriginality is an essential requirement for this role. The role has been identified as an Aboriginal role in accordance with the provisions of Section 14 of the Anti-Discrimination Act 1977.
- A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the Child Protection (Working With Children) Act 2012.
- Current drivers licence and a willingness to travel

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li><li>• Conduct and report on quality control audits</li><li>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li></ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"><li>• Apply computer applications that enable performance of more complex tasks</li><li>• Apply practical skills in the use of relevant technology</li><li>• Make effective use of records, information and knowledge management functions and systems</li><li>• Understand and comply with information and communications security and acceptable use policies</li><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>