Role Description
Learning and Development Facilitator (Custodial)

Agency	Department of Justice
Division/Branch/Unit	Corrective Services NSW, Governance and Continuous Improvement, Learning and Culture Branch
Location	Eastwood
Classification/Grade/Band	Assistant Superintendent
Role Number	Various
ANZSCO Code	223311
PCAT Code	1228292
Date of Approval	
Agency Website	http://www.justice.nsw.gov.au/

Primary purpose of the role

Design and deliver a range of learning and assessment programs across Division to facilitate the achievement of performance planning objectives and to develop industry specific occupational and behavioural capabilities required of staff.

Key accountabilities

- Design, develop, coordinate and deliver effective operationally focused staff learning and development programs in a variety of settings including classroom, workplace and online.
- Manage, support and assess staff learning using a range of support tools and assessment methods.
- Develop, coordinate and implement agreed learning strategies, policies, plans and initiatives.
- Evaluate and report on the effectiveness of learning programs including validation activities, preparing correspondence, briefings and reports on findings, emerging issues, risks and solutions.
- Work in collaboration with Managers and staff to identify training needs and requirements, capability and skill gaps and appropriate learning strategies.
- Ensure compliance with national standards for Registered Training Organisations (RTO) and other regulatory requirements.

Key challenges

- Delivering effective programs within an environment of limited resources, competing priorities and significant change.
- Maintaining current knowledge of best practice in learning and assessment and work related skills, as well as current knowledge of key programs and initiatives across the Division.
- Ensuring compliance with national standards for Registered Training Organisations and other organisational and regulatory requirements.

Key relationships

Who	Why
Internal	
Manager	• Receive direction from and provide advice and solutions.
Managers across the / Division	• Provide specialist advice and guidance, provide information and negotiate priorities and activities. • Persuade key contacts within the Division to adopt organisational and procedural changes to learning and assessment within the Division.
All staff	• Liaise to gain an understanding of client needs; provide guidance and advice and respond to queries regarding learning and assessment issues.
Human Resources	• Monitor issues and review implications for the Division; provide specialist advice and contribute to the development of Divisional and Corporate strategies.
External	
Contractors and external service providers	• Liaise regarding the development and delivery of learning programs.

Role dimensions

Decision making

The role has autonomy in organising own activities and setting priorities on a day to day basis within the overall framework of the unit's business plan. The role incumbent makes decisions regarding training delivery and assessment and sets training schedules in consultation with the unit Manager. Overall program design, policy and strategy are recommended and discussed with the Manager.

Reporting line

Manager of Security, Custodial Training.

Essential requirements

Certificate IV in Training and Assessment (TAE40110 or its successor)

Relevant qualifications and vocational experience in training delivery area(s)

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

The VET Practitioner Capability Framework also applies to this role and is available at www.ibsa.org.au /vet – capability framework.

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**
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

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