

## Training Officer – Success Profile

Reporting to the Training Services Manager, the Training Officer will be responsible for conducting quality education and training programs for groups of learners

---

### Essential Duties and Responsibilities

- Provides instruction and assessment to Royal Life Saving Clients on Royal Life Saving's core life saving programs and courses. This includes:
  - Professional presentation to varying group sizes.
  - Delivering compliant AQF training and assessment to learners.
  - Maintaining appropriate records of candidate information and assessment results, in accordance with RLSNSW administration (and subsequently, ASQA) guidelines.
  - Submitting accurate and collated candidate and assessment records within required timeframes.
- Deliver consistent, high levels of customer service in all client interactions
- Working independently, and often with a team of trainers to deliver training to meet client needs
- Preparing resources and equipment to efficiently and effectively conduct training and assessment, appropriate to the intended audience.
- Formulate teaching outline and determine instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.
- Identifies and provides feedback and suggestions to support continual improvement of training systems, processes and resources
- Represent RLSNSW at industry trade days, conferences, and similar events.
- Mentoring of training staff who enter the organisation in a casual, third party, and full-time capacity.
- Liaising with the Training Services team and accessing the Training Management System (aXcelerate) to plan ahead in coordinating preparation and post-course processing of course material, as well as additional tasks.
- Other duties as required by management.

## Essential Skills & Qualifications

To perform the job successfully, an individual should be able to demonstrate or possess the following:

- Excellent communication, confidence and engaging presentation skills when addressing small and large groups.
- Ability to be flexible, agile, and cope in a dynamic environment.
- Strong customer service skills, and the ability to communicate with multiple demographics.
- Enthusiasm, with a passion for sport and recreation activities.
- Willingness to deliver programs in schools (adults & students), corporate settings or community groups.
- Contribute and bring value to a team environment as well as the ability to work independently.
- Strong time management and organisational skills, with the ability to work under pressure.
- NSW Working with Children Check.
- Intermediate computer skills (particularly Microsoft programs).
- Current NSW Driver's License.

## Desirable Skills and Qualifications

- Tertiary qualification and/or relevant work experience in health promotion, education or community engagement.
- TAE40116 Certificate IV in Training and Assessment, or higher qualification (training can be provided for the right applicant)
- HLTAID011 Provide First Aid Qualification
- Pool Lifeguard Qualification
- Swim Teacher Qualification
- Experience in the VET Industry
- Trained in the Recognition and Management of Anaphylaxis Program (RAMOAP)