



## Position Details

<b>Position Title</b>	RTO Administrator
<b>Location</b>	This role requires you to work at the MTA's Royal Park site and/or MTA sites across South Australia as well as at employer sites across both metropolitan and regional South Australia. You may also be required to work at other external sites.
<b>Reports To</b> (Position Title)	Apprentice Services Manager
<b>Financial Accountability</b> (Expense Budget and/or revenue)	N/A
<b>Management Responsibility</b> (No of employees managed/supervised)	N/A

## Position Responsibilities

<b>Purpose of the Position</b>	<p>The RTO Administrator will be required to provide support to:</p> <ul style="list-style-type: none"><li>• Ensure all customers including but not limited to students, employers, apprentices, industry bodies and government departments are provided the highest level of customer service.</li><li>• Manage RTO and some GTO specific administrative tasks ensuring integrity and accuracy as required;</li><li>• Contribute to administrative compliance in line with regulatory bodies' requirements, legislation and MTA policies;</li><li>• Provide accurate and appropriate information regarding the MTA's RTO and GTO services to MTA stakeholders;</li><li>• All tasks will ensure that legislative and compliance</li></ul>
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	requirements are met in line with all MTA, RTO and GTO Policies/Procedures.
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<b>Responsibility (1)</b>	RTO student management requirements.
<b>Purpose of Activity</b>	Working with the Apprentice Services Team – Oversee and maintain data ensuring accuracy within all systems of the MTA and in alignment with compliance requirements and MTA's policies and procedures.
<b>Example</b>	<ul style="list-style-type: none"> <li>• Ensure best practice for student enrolments, continuing registration requirements and student completion activities within the student management and government reporting systems.</li> <li>• Oversee and report on all student management data and ensure it is entered efficiently and accurately.</li> <li>• In collaboration with the Customer Service Team, identify outstanding RTO student registration paperwork and assist end-users to complete and return/retrieve documentation.</li> <li>• Ensure the creation and maintenance of training accounts are completed within governed timelines as outlined within the funding agreements and MTA policies and procedures.</li> <li>• Ensure apprentice completion processes are followed and tasks are promptly and efficiently completed to ensure apprentices complete them within the required timeframe.</li> <li>• Processing of changes to apprentice contracts in relation to terminations, suspensions, withdrawals/terminations and transfers.</li> </ul>
<b>Responsibility (2)</b>	Completion of administrative tasks in a professional, timely and accurate manner whilst meeting policy and compliance requirements.
<b>Purpose of Activity</b>	To provide broader administrative support as part of the Apprentice Services Team and the MTA as a whole.
<b>Example</b>	<ul style="list-style-type: none"> <li>• Assist with tasks as assigned or delegated.</li> <li>• Assist with special projects.</li> <li>• Ensure compliance with regulatory body reporting requirements.</li> <li>• Contribute to quality, compliance and continuous improvement activities.</li> <li>• Provide management with data reports as requested.</li> <li>• Monitor the MTA Training Inbox and action emails as required.</li> </ul>

<b>Responsibility (3)</b>	Customer Relations
<b>Purpose of Activity</b>	<ul style="list-style-type: none"> <li>• To provide outstanding customer service to new and existing clients.</li> </ul>
<b>Example</b>	<ul style="list-style-type: none"> <li>• Timely and accurate action of client requests.</li> <li>• Quarterly contact with an individual portfolio of customers.</li> <li>• Promote and grow MTA products to new and existing clients.</li> <li>• Provide sufficient notices to employers in relation to Apprentice schedules.</li> <li>• Respond to all face to face, phone and email enquiries in a timely and courteous manner.</li> <li>• Regularly communicate with employers to provide them with apprenticeship progress and completion updates.</li> <li>• Attend career expos, industry events and other MTA events as requested by the Apprentice Services Manager.</li> <li>• Ensure behaviour meets MTA values at all times.</li> </ul>
<b>Responsibility (4)</b>	Scheduling of apprentice trade school
<b>Purpose of Activity</b>	Ensure that each student and their employer/host receive an accurate trade school schedule with timely notice and in line with the business requirements.
<b>Example</b>	<ul style="list-style-type: none"> <li>• Ensure that rescheduling of apprentice trade school is conducted promptly and accurately including notification to the employer/host.</li> <li>• Ensure that individual employer requests are met when scheduling apprentices into trade school.</li> <li>• Ensure that Qualification/Unit pre-requisites are met when scheduling/rescheduling an apprentice's trade school.</li> </ul>
<b>Responsibility (5)</b>	Vet in Schools
<b>Purpose of Activity</b>	Working alongside the Apprentice Services Manager to market MTA's vet in schools' programs whilst providing high end administrative support to VET Coordinators with the VETRO process and solely managing the administrative functions.
<b>Example</b>	<ul style="list-style-type: none"> <li>• VETRO Process.</li> <li>• Resulting.</li> <li>• Attendance updates to schools.</li> <li>• Assist trainers with class prep.</li> <li>• Business development alongside ASM.</li> <li>• Bimonthly result updates to VET Coordinators.</li> </ul>

	<ul style="list-style-type: none"> <li>• Meeting SACE Deadlines.</li> <li>• Certification.</li> </ul>
<b>Responsibility (6)</b>	Apprentice Contract Management
<b>Purpose of Activity</b>	Ensuring apprentices complete all required outcomes in line with their Contract of Training end date.
<b>Example</b>	<ul style="list-style-type: none"> <li>• Parchment Checks (ensuring all outstanding trade school for 3rd and 4th years is scheduled)</li> <li>• Terminations and Withdrawals.</li> <li>• Suspensions.</li> <li>• ATLAS Reporting/Correspondence management.</li> </ul>
<b>Responsibility (7)</b>	Assist with the active promotion, marketing and administration of MTA's short course offerings.
<b>Purpose of Activity</b>	Grow attendance of the MTA's Upskill courses.
<b>Example</b>	<ul style="list-style-type: none"> <li>• Enrolment/Invoicing processing</li> <li>• Online course requirements</li> <li>• Reminder notifications</li> <li>• Survey notifications</li> <li>• Calendar management</li> <li>• Website and Marketing assistance</li> <li>• Certification</li> </ul>

## Compliance Responsibilities

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- ASQA National Standards RTO
- Relevant legislation and regulations including Workplace Health & Safety and Equal Employment Opportunities.
- Upfront Assessment of Needs Policy
- AVETMISS Guidelines
- WorkReady Funding Guidelines
- Working with Children legislation
- Bullying and Harassment requirements
- Industry codes

- Training and Skills Commission Guidelines for Apprenticeships and Traineeships
- Federal Award - Vehicle Manufacturing, Repair, Services and Retail Award 2010
- MTA Values & Policy & Procedure

## Knowledge, Skill and Experience Requirements

<ul style="list-style-type: none"> <li>• <b>Knowledge</b></li> <li>• <b>SACE</b></li> <li>• <b>Degree/Diploma</b></li> <li>• <b>Post-Graduate Qualifications</b></li> <li>• <b>Trade Certificate</b></li> <li>• <b>Industry Specific Qualifications</b></li> </ul>	<p><b>Essential</b></p> <p>Business Certificate or Diploma, or equivalent knowledge and experience.</p>	<p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Working knowledge of Vocational Education &amp; Training and/or Group Training Sectors;</li> <li>• Knowledge of government funding;</li> <li>• Knowledge of RTO/GTO compliance requirements.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Skills and Attributes</b></li> <li>• <b>Interpersonal Skills e.g. Communication, Negotiation, Problem Solving, Analytical, Customer Service, Team work</b></li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Customer Service skills – internal and external customers;</li> <li>• Outstanding problem-solving skills and initiative;</li> <li>• Excellent communication, interpersonal and relationship building skills;</li> <li>• Accurate</li> <li>• Data entry and data processing;</li> <li>• High attention to detail, accuracy and efficiency.</li> <li>• Ability to multi task in a fast-paced environment.</li> <li>• A positive attitude.</li> <li>• A good work ethic and reliable.</li> </ul>	<p><b>Preferred</b></p>

<ul style="list-style-type: none"> <li>▪ <b>Personal alignment with MTA Values</b></li> </ul>	<p><b>Teamwork:</b> Working together, empowering and supporting one another to achieve our common goals</p> <p><b>Achievement:</b> We do our best to exceed expectations, striving for innovation in our delivery of relevant and valued services</p> <p><b>Accountability:</b> We take ownership of all that we do, each taking responsibility for our part in delivering high quality services</p> <p><b>Respect:</b> We understand, acknowledge and appreciate the needs, opinions and values of everyone by embracing the diversity we have within our organisation.</p> <p><b>Excellence:</b> We strive to do and be the best in all that we do every day.</p>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Computer Software</b></li> <li>• <b>E.g. Microsoft suite, Project, Finance</b></li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proficiency in information management including: Microsoft Office Suite – Word, Excel, Power Point, Access Database; Microsoft Outlook – Email, Contacts, Tasks, Calendar; Internet – Windows 10;</li> </ul>	<p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• VETtrak</li> <li>• Skills and Employment Portal</li> <li>• ATLAS</li> <li>• STELA</li> </ul>

	<ul style="list-style-type: none"> <li>• Confident in using client databases.</li> </ul>	
<b>Additional Requirements:</b> <ul style="list-style-type: none"> <li>• Clearances</li> <li>• Licences</li> <li>• Training</li> </ul>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Working with Children Check</li> <li>• National Criminal History Check (or willing to obtain).</li> <li>• Safe Environments for Children and Young People.</li> </ul>	<b>Preferred</b> Nil.
<ul style="list-style-type: none"> <li>• Experience</li> <li>• Industry and/or field experience</li> </ul>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Provision of quality customer service on the phone and face-to-face within a busy professional and service-oriented organisation.</li> <li>• Experience with complex administration processes.</li> </ul>	<b>Preferred</b> <ul style="list-style-type: none"> <li>• Experience working within a Registered Training Organisation and/or Group Training Scheme.</li> </ul>

### Frequent Contacts

<ul style="list-style-type: none"> <li>▪ <b>Internal Contacts</b></li> <li>▪ Includes organisational managers and employees.</li> </ul>	All MTA Staff
<ul style="list-style-type: none"> <li>▪ <b>External Contacts</b></li> <li>▪ Includes customers, members, suppliers, Government bodies, industry groups, competitors</li> </ul>	Automotive Industry, Host Employers; MTA Members, RTOs; Secondary Schools; Apprenticeship Centres; Suppliers, TAFE SA and Apprenticeship Brokers.

### Managerial/Leadership Functions

<ul style="list-style-type: none"> <li>▪ <b>Relevant management functions performed including:</b></li> <li>• Performance and</li> </ul>	N/A
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<b>Career Planning</b> • <b>Salary Review</b> • <b>Business Planning</b> • <b>Budgeting</b>	
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**I HAVE READ, UNDERSTOOD AND AGREE TO THE CONTENTS OF THIS POSITION DESCRIPTION:**

.....  
NAME OF INCUMBENT

.....  
GENERAL MANAGER, APPRENTICESHIPS

DATE OF APPOINTMENT.....

DATE.....

.....  
SIGNATURE OF INCUMBENT

.....  
SIGNATURE OF GENERAL MANAGER