

## **PADI Asia Pacific RTO Coordinator**

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**Job Title:** RTO Coordinator  
**Department:** PADI RTO  
**Reports to:** Territory Director, Oceania & Korea  
**Date:** April 2018

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**SUMMARY:** The RTO Coordinator serves as PADI Asia Pacific's direct link with the RTO Trainers in the interpretation of PADI RTO, ASQA, VET and other industry related standards and procedures, acts as a consultant to the RTO Trainer in training and quality assurance related issues and is the front-line person to assist the RTO Trainers in understanding PADI's RTO training programs, standards and philosophy.

The RTO Coordinator will support the development and maintenance of PADI's Registered Training Organisation (RTO) operations. The RTO Coordinator will monitor and maintain compliance across all training delivered by PADI's RTO to ensure compliance with accredited training reporting and auditing requirements. The RTO Coordinator will research and distribute current RTO information and resources to all registered RTO Trainers. The position will also be responsible for maintaining the Scope of Registration in line with organisational and industry requirements and will include the development, writing and mapping of new units of competency and accredited courses.

Supports the four PADI corporate primary objectives:

- Safe & responsible diver acquisition and retention;
- Quality member acquisition and retention;
- Financial prosperity;
- Worldwide alignment in message, products, systems and procedures.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Contribute to ongoing development of PADI RTO's training methodology and practice.
- Apply a continuous improvement approach to developing and reviewing training and assessment materials and methods.
- Ability to understand and address compliance requirements within course content.
- Understand the target audience and respond accordingly.
- Deliver new and updated materials within time and budget constraints set out by Management.
- Ensure all documentation associated with meeting ASQA requirements is developed, version controlled, revised as appropriate and disseminated to RTO Trainers.
- Ensuring compliance with accredited training reporting and auditing requirements.
- Research and distribute current RTO information and resources to all RTO Trainers.
- Maintain the RTO Scope of Registration in line with organisational and industry requirements.
- Project manage annual internal reviews as a basis for Continuous Improvement in relation to all courses and units on scope.
- Update content changes and presentations for courses to assist RTO Trainers as required.
- Undertake reporting requirements in support of ASQA requirements within the required times frames
- Prepare necessary files and information for audits as required.
- Check all training documentation is returned from trainers and in line with PADI's RTO procedures as part of the RTO Trainer audits.
- Act as a trainer to assist in the delivery of training programs and development of units as required.
- Provide regular feedback and reports to the Territory Director on all related PADI RTO activities.

- Assist Territory Director in preparation of annual budget.
- Form collaborative relationships with key stakeholders including PADI and EFR Instructors, PADI Retail & Resort Association members and industry, training / community organisations and clients.
- Maintain PADI's RTO website and social media sites and ensure content is current and up-to-date.
- Maintain, audit and ensure correct operation of PADI's RTO student management system.
- Consult with PADI Quality and Risk Management personnel, Risk Managers and legal counsel as needed during Quality Assurance (QA) investigations; interact with other PADI departments and employees on relevant QA matters to ensure RTO Trainers adherence to all RTO Standards and Requirements.
- Author articles for the *RTO News* and other PADI publications on RTO and training topics as assigned.
- Oversee the development of new products and the revision of existing products relative to training; assist in the revision of training policies/procedures.
- Assist in the compilation of Webinar/Update items.
- Carry out the member recognition programmes (i.e. member longevity, exceeding expectations).
- Participate in staff meetings.
- Circulate material for review and information when so directed.
- Attend meetings, programmes and industry events as assigned.
- Participate in professional development and training opportunities.
- Provide excellent internal and external customer service at all times.
- Work independently to undertake required tasks in a timely, accurate and responsible manner.
- Comply with policies, procedures and practices.
- Provide exemplary customer service and satisfaction at all times to members and customers of Emergency First Response through benefits, programmes, services and support.
- Assist with market research projects as assigned and coordinate, and represent Emergency First Response Pty. Ltd. at various industry related meetings, exhibitions and trade shows as assigned.
- Coordinate Emergency First Response Updates and Instructor development events.
- Assist with Emergency First Response development and writing of company policy procedures as directed.
- Coordinate Emergency First Response product support, statistical information and records for reports.
- Other duties as required.

#### **QUALIFICATIONS, SKILLS AND EXPERIENCE:**

- Certificate IV in Training and Assessment
- Sound knowledge of, and demonstrated experience working with ASQA/NVR standards
- Understanding of VET Quality Framework including NVR standards and regulatory requirements
- Understanding of current competency standards
- Experience in workplace training and development in a commercial environment
- The ability to ensure compliance with legislation
- Experience in implementing, maintaining and improving administrative processes and procedures
- High level of experience in Microsoft Office suite
- Experience working with student management data systems
- Ability to work autonomously as well as within the wider team
- Strong organizational skills, business writing, and research skills
- Sound understanding of confidentiality
- Excellent attention to detail
- Excellent communication skills