

Position Description

Job Title	RTO Manager
Level	RG 6.1
Team	Registered Training Organisation - Cple
Job Type	Full Time - Permanent
Reporting Relationship	Executive Director Community Services & RTO
Location	Gungahlin & Tuggeranong Community Centres

About Us

Communities at Work is the largest provider of children's services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

The Centre of Professional Learning & Education (Cple) is the Registered Training Organisation (RTO) of Communities at Work, delivering nationally recognised vocational education and training that supports workforce development across the ACT region. The RTO Manager is responsible for the operational leadership, growth and continuous improvement of the RTO.

The RTO Manager ensures the effective delivery of training and assessment services, supports student success, and drives sustainable growth through strategic industry engagement, business development, workforce planning and training product management. Working closely with trainers, industry stakeholders and the Executive Director Community Services and RTO, the position leads curriculum development, oversees student progression and completion outcomes,

and ensures compliance with regulatory, contractual and organisational requirements. The RTO Manager plays a key role in identifying new market opportunities, funding initiatives and qualification offerings to enhance organisational sustainability, quality outcomes and community impact.

Duties and Responsibilities

Position Specific

- Lead the day-to-day operations, performance and continuous improvement of the Registered Training Organisation (RTO), ensuring the achievement of strategic, operational and financial objectives.
- Manage the development, implementation and review of training products, curriculum, learning resources and assessment practices to maintain quality and industry relevance.
- Monitor enrolment, progression, completion and student satisfaction outcomes, implementing strategies to improve learner success and retention.
- Lead, coach and develop trainers and assessors, ensuring workforce capability, compliance, performance and professional growth.
- Ensure compliance with the Standards for RTOs, funding contracts, legislative requirements and Communities at Work policies and procedures.
- Develop and maintain strategic partnerships with industry, employers, government agencies and other stakeholders to support quality training and employment outcomes.
- Under guidance of the Executive Director, identify and pursue opportunities for new qualifications, training programs, funding streams and markets to support RTO growth and sustainability.
- Analyse operational and performance data, prepare reports, and drive continuous improvement initiatives that enhance quality outcomes, efficiency and revenue performance.

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely
- Contributes expertise to achieve outcomes
- Participates and cooperates with internal and external audit requirements
- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service

- Complies with Mandatory Reporting and Reportable Conduct requirements.

Team Work

- Builds and sustains positive relationships with team members, clients, and key stakeholders
- Works collaboratively and is an effective team member, fostering teamwork and rewarding cooperative behaviour
- Provides support and mentoring to new staff, and ongoing training and coaching for existing team members
- Brings people together, encourages input, and motivates engagement in continuous learning
- Understands and responds to different communication styles, treating people with respect and courtesy
- Identifies learning opportunities and delivers or receives constructive feedback as required.

Selection Criteria

Essential

- Relevant 'Training & Assessment Credentials' outlined in 1A of the Standards for RTOs 2025 Credentials Policy
- Relevant vocational qualifications and demonstrated experience in Early Childhood Education & Care
- At least 3 years' experience working in a Trainer and Assessor role in an RTO environment
- Experience working within government-funded VET programs and contract compliance frameworks
- Excellent understanding of the Standards for Registered Training Organisations 2025
- Strong experience in developing and monitoring compliant training resources and learning materials within an online environment in the Vocational Education & Training industry
- Current driver's licence
- Current Working with Vulnerable People card

Desirable

- Experience in the use of VETtrak, Canvas, Articulate 360 and AVETARS
- Vocational qualifications in Business and/or Leadership and Management

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:		Date	