SafeWork NSW

Role Description
Advisor RTO Services

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	SafeWork NSW
Division/Branch/Unit	SafeWork NSW – Inspectorate Capability Development and RTO Services
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	223311
PCAT Code	1114392
Date of Approval	November 2026
Agency website	www.safework.nsw.gov.au

Primary purpose of the role

Coordinate and contribute to development, implementation and maintenance of competency-based training and assessment policies, programs, systems and resources for SafeWork NSW registered training organisation (RTO) in line with the Australian Skills Quality Authority (ASQA) Standards including managing relevant stakeholders to deliver services and outcomes

Key accountabilities

- Design, develop, implement, and facilitate competency-based training and assessment programs applying a range of delivery methodologies in line with ASQA requirements, competencies and public sector standards
- Develop, coordinate, and maintain policies, procedures, documentation, records, and systems to ensure quality and standards in line with ASQA requirements
- Provide advice and support to key stakeholders including trainers, assessors and providers performing RTO functions, to ensure compliance with legislative and regulatory standards
- Evaluate the effectiveness and efficiency of programs, processes and systems and propose new solutions to ensure continuous improvement and enhance current business processes and operations
- Prepare written reports, submissions, briefing notes, and correspondence to expected standards to support informed decision making
- Develop and maintain collaborative networks with key customer and stakeholders to support the delivery of services
- Assist with compliance audits and other quality reviews to ensure programs and services are delivered in accordance with the VET Quality Framework. to provide assurance and continuous improvements

Key challenges

- Establishing and maintaining professional productive working relationships with internal and external stakeholders, often with conflicting priorities and needs
- Developing and maintaining professional knowledge to establish, implement and review relevant ASQA requirements translating them into practical solutions while supporting learning/compliance/competence
- Maintaining an understanding of the business, challenges and objectives to ensure programs are integrated effectively and align with business requirements in a constantly evolving work environment

Key relationships

Internal

Who	Why
Manager	• Support the Manager in the promotion of initiatives. • Escalate issues, keep informed, advise, receive guidance and instructions. • Participate in discussions and decisions. • Provide regular updates on key tasks, issues, and priorities.
Work team	• Support team members and work collaboratively to contribute to achieving business outcomes • Participate in discussions, share information, and provide input on issues. • Provide and receive feedback.
Customers/Stakeholder	• Provide a customer-focused approach to service delivery. • Develop and maintain effective working relationships and open channels of communication. • Address/respond to queries to provide advice and support where possible or redirect to relevant party for review and resolution. • Consult with regarding continuous improvement of competency-based training program development and implementation.

External

Who	Why
Customers/Stakeholder	• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required. • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards. • Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues.
Vendors/Service Providers	• Negotiate and approve contracts and service agreements. • Monitor provision of service to ensure compliance with contracts and service arrangements. • Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Senior Advisor RTO Services

Direct reports

Nil

Budget/Expenditure

As per the SafeWork NSW Delegations

Key knowledge and experience

- Demonstrated experience in vocational education and training (VET) and RTO legislative and regulatory requirements.
- Familiarity with Enterprise RTOs.
- Experience with RTO student management systems.

Essential requirements

- For roles where required under Legislation, appointment and ongoing assignment is subject to the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and related policies

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level

	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate

	**Procurement and Contract Management** Understand and apply procurement processes to ensure effective purchasing and contract performance	• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements	Intermediate
	**Project Management** Understand and apply effective project planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational