



POLICY 2

Centre Manager

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Incorporated Identity Number:	A0017261Y
Charity Status:	DGR

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Policy Number: 2

Policy Name: Centre Manager

Purpose:

This policy outlines the responsibilities and duties of the Manager of the Centre. The Centre Manager is responsible for all Compliance, Quality / Risk Management, Staff Management of the Centre, and acts as a liaison to facilitate communication between the various factors.

Scope:

The policy applies to the Centre Manager, but involves all staff and Board members

Relationship with AQTF Standards and Conditions & Current Funding Contract:

- All

Relevant Records/Documents

- All

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Procedures

2.1 Centre Manager

- The Centre Manager must hold relevant qualifications and experiences to complete the tasks required. The minimum requirement is a Certificate IV in Training and Assessment. Qualifications in IT, Business Administration as well as Community Services are also desirable.

2.2 Staff Management

- The Centre Manager is responsible for dealing with all staffing matters in the first instance, and reports these to the Board as required.

2.3 Accredited Training

- The Centre Manager is responsible for accredited training in the Centre. This includes:
 - Interviewing and pre-assessment of new students
 - Recording new students on SMS – VETTRAK
 - Assisting training staff with recording progress and assessments
 - Providing training staff with resources
 - Keeping accuracy of the currency of all information and documents
- The Manager must log into SVTS weekly, and send data from VETTRAK monthly, on or before the 15th of the month.
- The Manager must maintain the scope of registration.⁴

2.4 Compliance and Quality/Risk Management

- The Centre Manager must ensure that the Centre is compliant with:
 - Regulatory documents – AQTF standards and conditions by VRQA
 - Current government funding contract/s
 - Relevant legislation
- Compliance must be reflected in Centre documents such as the policies and procedures, planning documents, reports within the Centre and to all regulatory bodies etc.
- The Manager must ensure that all staff, volunteers including Board members are aware of the requirements of all compliance documents, especially where relevant to the staff member’s area of employment.
- The Manager is to undertake such audits to ensure compliance and enable quality business systems across the Centre operations. The audit findings should be reported to Board for rectification.
- The Manager is the main person who ensures that the AQTF standards and conditions, the annual funding contract obligations and any other quality guidelines or risk audit undertakings are met.

2.5 Child Safety and Welfare

With respect to Child Safety and Wellbeing the Centre Manager adheres to the defined standards:

- **Standard 1:** Establishment of a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
- **Standard 2:** Child safety and wellbeing is embedded in organisational leadership, governance and culture
- **Standard 3:** Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
- **Standard 4:** Families and communities are informed and involved in promoting child safety and wellbeing
- **Standard 5:** Equity is upheld and diverse needs respected in policy and practice

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- **Standard 6:** People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
- **Standard 7:** Processes for complaints and concerns are child-focused
- **Standard 8:** Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
- **Standard 9:** Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
- **Standard 10:** Implementation of the Child Safe Standards is regularly reviewed and improved
- **Standard 11:** Policies and procedures document how the organisation is safe for children and young people

2.6 AQTF Obligations

The Manager must ensure that:

- All staff and Board members must satisfy the 'fit and proper person' requirements.
- All training and assessment staff are invited to make comment on training and assessment processes, students, resources, etc. at all Board meetings, and are able to discuss any matter with the Manager at any time. This information is used in the decision making processes for the Centre.
- Full cooperation is extended to the registering body across their operations regarding auditing, data transfer, reporting of changes to the Centre, handling of Centre records.
- All staff are aware of and are compliant with any legislation relevant to their area of employment.
- The Centre is fully insured at all times.
- The Centre is financially viable at all times, and that financial reporting includes giving correct fee information to students undertaking an annual financial audit.
- The certificates and statements of attainment (SOA) meet AQF requirements, including information contained on the certificate or SOA and use of logos. Results need to be reported to the registering body as required, and records of these attainments must be securely kept for 30 years.
- All data kept and sent electronically should be AVETMISS compliant.
- AQF qualifications issued by other RTOs are to be recognised by this Centre.
- All marketing undertaken by the Centre is ethical, accurate and not misleading, with the correct use of any logos.
- The curriculum and training packages used and kept onsite are the latest versions and older versions are transitioned within 12 months.
- The Centre provides quality training and assessment through:
 - Collection, analysis and action on data from all stakeholders
 - Curriculum/tps are used to create training and assessment strategies for clients
 - Consultation on training and assessment is undertaken based on industry relevance
 - Staff have relevant qualifications and experience to deliver curriculum
 - Staff undertake personal development to keep knowledge and skills up to date
 - Resources, facilities and equipment are consistent with curriculum requirements
 - RPL is offered to clients and assessed as required
- The Centre adheres to the principles of access and equity by:
 - Establishing client needs and delivering services to those needs
 - Using information collected from clients for continuous improvement of client services
 - Giving clients sufficient information about their training, assessment, support, rights and obligations before they enrol

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- Cooperating with other relevant parties, such as employers, who are involved in their clients training and assessment
- Ensuring that individual client needs are met
- Ensuring that learners can access their own accurate records of participation and progress
- Ensuring that the Centre has an effective complaints and appeals process
- The Centre has effective Management systems that are responsive to the needs of clients, staff and all stakeholders:
 - Including the environment of the Centre
 - Ensuring clients receive all services offered
- The Centre employs continuous improvement measures to ensure effective Management through:
 - Collection of data from all stakeholders – surveys, suggestions, etc.
 - Analysis of data
 - Action on analysis of data
 - Risk/quality internal audits
 - Monitoring services provided to ensure compliance
 - Managing records to ensure accuracy and integrity.
- The Centre Manager must ensure that the internal audit attached to the annual funding contract is undergone by the due date each year, and any area of non-compliance shown by that audit is rectified within a reasonable time-frame (see internal audit checklist and current funding contract documents).