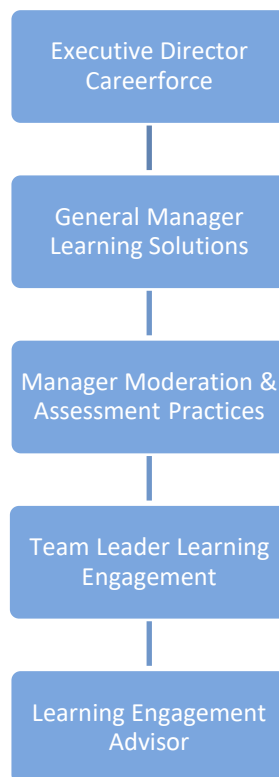


Role: *Learning Engagement Advisor*

Department:	Moderation & Assessment Practice
Reports to:	Team Leader Learning Engagement
Reports:	N/A
Location:	Invercargill/Christchurch/Auckland/Wellington
Grade:	G16 (SP10 Methodology)
Financial Delegation:	As per Financial & Business Delegations Policy
Date:	24 September 2021



About Careerforce

Careerforce is a business division of Te Pūkenga - NZ Institute of Skills and Technology. We support employers across New Zealand to run workplace training programmes for the health, mental health, aged care, disability, social services, youth work, cleaning and pest management sectors. We provide quality accessible and flexible programmes that allow staff to achieve nationally recognised qualifications on the job.

What you'll do

The purpose of this role is to:

- Build capability that contributes toward trainee activity and completions by supporting employers, assessors, workplace trainers and observers.
- Promote and build robust workplace assessment practices based on the principles of REAL and assessment best practice. REAL is the Careerforce way of assessing in the workplace, and stands for Respectful, Efficient, Applied, & Living.
- Build training and development for workplace assessors, observers, and trainers.
- Support Careerforce registered assessors to meet their registration and moderation requirements.
- Provide quality advice and guidance to other Careerforce teams about assessment and training matters in support of Careerforce employers.

Activity: Contribute towards trainee activity and completion by supporting employers, assessors, workplace trainers and observers

Plan, schedule, train and assess new workplace assessors.

Facilitate Careerforce REAL Assessor workshops and provide follow up support as required to upskill all registered assessors and observers.

Co-facilitate Assessor Moderation Hubs (Wananga Mātauranga) providing annual professional development and moderation requirements for assessor re-registration.

Support employers to identify where training occurs naturally within their business model and where naturally occurring evidence can be identified.

Performance Measures:

- Training of new assessors is completed within timeframes
- REAL Workshops are delivered to achieve agreed learning outcomes for assessors and observers for all new assessors.
- Programmes are monitored and reviewed to achieve optimum outcomes.

Educate employers on work-based training and assessment.

Support employers to deliver and assess training that meets their workplace needs.

Support employers to build a learning culture based on REAL principles and assessment best practice.

Support the facilitation and assessment of online learning and assessment platform Aka Toi.

Ensure all workshops are evaluated and a cycle of continuous improvement is in place so that NZQA quality assurance requirements are met.

In collaboration with Careerforce National Moderators, conduct qualification matching activities with employers.

Contribute to Recognition of Prior Learning Panels as required.

Activity: Support registered assessors to meet their registration and moderation requirements

Performance Measures:

Provide appropriate online support to Assessors and Observers through Aka Toi.

Ensure potential assessors and observers have the right capability and are suitable for the role.

Conduct early moderation of new assessors within the learning and development phase.

- Assessors meet Careerforce moderation policy requirements.
- New assessors are moderated on their first 3 units assessed.
- Workplace assessment is supported by competent observers.

Activity: Provide support and advice to other Careerforce teams to ensure delivery of quality support services to Careerforce employers

Performance Measures:

Work with other Careerforce teams to ensure high quality support services are provided to Careerforce Employers, Assessors, workplace trainers and Observers.

Ensure service delivery models are appropriately supporting in the workplace, in particular when a workplace requires contracted provision.

Support and promote the provision of Literacy and Numeracy in the workplace through Careerforce products

- Assessors meet all Careerforce moderation policy requirements.
- Careerforce staff assessing meet all registration and moderation requirements
- Information and intelligence are provided to other business units to support decision making processes.

and services and make referrals to recognised Literacy and Numeracy providers.

Encourage workplaces to appropriately resource workplace training to ensure trainee activity and achievement.

Work with the Careerforce National Moderators and other internal stakeholders to support matching.

Represent Careerforce on national multi-organisation projects as required.

- Delivery of appropriate literacy and numeracy interventions are supported.
- Workplace training infrastructure and delivery is enabled.

Activity: Provide support to the wider Careerforce business

Performance Measures:

Provide support to the wider Careerforce team, network across the teams to provide and receive sector intelligence.

Engage with the development of qualifications to ensure the consistency of assessment and observation to ensure the creditability of the qualification is retained and impacts on assessors and observers is considered.

- Feedback into process and policy development in areas of responsibility
- Well informed and supported Careerforce staff.
- Quality control and quality improvement processes are supported.

Person specification

Education / Qualifications / Training

Holds a relevant adult education qualification at Level 4 or higher

Holds NZQA Unit Standard 4098 (Use standards to assess candidate performance) or 30421 (Carry out assessments against standards to make judgements of learner performance)

A full clean New Zealand Driver Licence is essential.

Desirable:

NZ Certificate in Assessment Practice Level 4

Holds Unit Standard 11551 (Quality Assure Assessment)

Experience (*Essential*)

At least three years' experience with standards-based assessment, particularly in an on-job or workplace setting.

	<p>Experience as a trainer or educator, particularly in the training and assessment of new assessors.</p> <p>Computer literacy, and possessing a working knowledge of email, internet, Microsoft Word, Excel, and Teams.</p> <p>Experience in supporting the preparation of training plans.</p> <p>High level of sector awareness.</p> <p>Experience supporting and delivering workplace training.</p> <p>Knowledge of the role and functions of the Tertiary Education Commission (TEC), NZQA, TITO and WDCs, Tertiary Education Organisations (TEOs) including Te Pukenga.</p>
Experience (<i>Desirable</i>)	<p>Established links with organisations offering literacy training.</p> <p>Able to demonstrate an awareness of the special nature of workplace literacy issues, and an understanding of the embedded model.</p> <p>Experience in operating databases or Learning Management Systems.</p> <p>Knowledge of the qualifications under the gazetted coverage of Careerforce.</p> <p>Some knowledge of, or experience in, the sectors that Careerforce supports.</p> <p>Familiarity with the New Zealand Qualifications Framework and the tertiary sector in general.</p>
Skills	<p>Proven skills in supporting and mentoring on a one-on-one or group basis.</p> <p>Sound time management skills and ability to set and meet deadlines with the ability to be flexible in the approach to work as required.</p> <p>The ability to communicate effectively, including well-developed interpersonal, written, and oral presentation skills.</p> <p>Ability to interpret, extract and analyse information.</p> <p>Ability to make informed decisions independently.</p>
Attributes	<p>Demonstrates a commitment to the principles of Te Tiriti o Waitangi.</p> <p>Highly customer focused.</p>

A personal commitment to continuing and adult education and training within a vocational setting.

An understanding of and empathy with the challenges faced by the sectors we support.

A positive “can do” attitude and ability to work as a team member.

The ability to work alongside training providers and employers in a productive, solutions-focused manner.

The ability to work alongside learners from varied cultures and backgrounds, and of differing abilities.

The ability to develop and maintain professional relationships with all stakeholders.

Ability to maintain focus on tasks in a high-change environment.

Must be able to undertake regular travel

Is a Full, Clean NZ Driver Licence Required?

Yes

No

Is Police Vetting Required?

Yes

No

Ministry of Justice Check:

A satisfactory Ministry of Justice check is required for all roles within Careerforce and is conducted upon acceptance of an offer of employment. Periodic re-checking may be conducted.

Relationships

Internal

Moderation & Assessment Practice Team

Employer Services Team

All Careerforce employees

External

Workplace assessors, trainers, observers, and mentors

Literacy providers

Workplaces

NZQA

Tertiary Education Commission (TEC)

Committees / Groups

Assessor hubs

Employee responsibilities

Activity:

Contribute to strategic and annual plans.

Proactively contribute to Careerforce’s overall achievement of key strategic priorities, annual plan targets, compliance requirements and quality systems.

Identify risks and impacts, and identify, implement, and review solutions within areas of responsibility.

Attend and participate in relevant meetings and training days and provide input and collegial support to colleagues.

Prepare audience-appropriate internal and external communications and reports.

Manage resources effectively and efficiently.

Uphold and implement relevant and required policies, procedures, and systems.

Lead and participate in project development.

Performance Measures:

- All identified tasks/areas of responsibility are performed in an effective and pro-active manner.
- Evidence of contributions to meeting key strategic goals and annual targets to agreed standards and timeframes.
- Risk management plans and activities are developed and implemented.
- Evidence of pro-active contribution to supporting the vision, values, and culture.
- All relevant compliance issues, policies and procedures are upheld and implemented.
- Project responsibilities are successfully discharged.

Attributes

Client Focus

Dedicated to meeting the expectations and requirements of internal and external clients; committed to ascertaining clients’ needs, and continuously improving products and services to meet them; provides timely and accurate information to clients; establishes and maintains effective relationships with clients and gains their trust and respect.

Change Agility Flexible and adaptable to change; maintains effectiveness when experiencing changes in work tasks / environment; adjusts to work within new work structures, processes, requirements, and cultures.

Effective Communication Clear and effective two-way communication with a wide range of people, and in all situations to explain, persuade, convince, and influence others.

Values (Kawa) and Behaviours (Tikanga)

Kaitiakitanga - Upholding responsibilities

We are committed to our responsibilities, delivering on our purpose and enhancing the wellbeing of the communities we serve.

We do this by:

- Honouring our commitments – we do what we say we will do.
- Being determined, resilient and learning from our mistakes.
- Focusing on being better at everything we do.
- Behaving in a way that is culturally respectful.

Recognising and celebrating our achievements.

Manaakitanga – Honouring others and ourselves

We respect and care for each other and provide an environment where everyone can participate in a meaningful way.

We do this by:

- Appreciating one another’s differences and demonstrating care and support.
- Respecting our individual wellbeing and mana.

Taking action to develop meaningful working relationships, built on trust, respect and reciprocity.

Kotahitanga – Connecting people

We come together to improve the health and wellbeing of New Zealanders.

We do this by:

- Working collaboratively as one – paddling our waka in the same direction.
- Being generous with our knowledge and skills.
- Supporting and helping each other, being clear and kind.

Having a positive mindset and embracing camaraderie.

Health and safety

Employees are expected to act responsibly and proactively as required by current health and safety legislation, and by:

- Identifying and reporting new hazards and incidents or accidents through Toi kupu.
- Undertaking health and safety training as required.
- Responding appropriately to emergency management and evacuations.

Careerforce purpose

Enabling the workforce to enhance people's health and wellbeing.

Variation of duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list, as it is not the intention to limit in any way the scope or functions of this position. Duties and responsibilities may be amended from time to time in agreement with your manager or the CEO.