

## JOB DESCRIPTION

### **Trainer and assessor – Hospitality & tourism**

#### **Reports to**

Head of Teaching

#### **Position overview**

The Trainer and Assessor for Hospitality and Tourism is responsible for delivering high-quality training and assessment for qualifications such as SIT30622 Certificate III in Hospitality, SIT20122 Certificate II in Tourism, and SIT40422 Certificate IV in Hospitality. This role involves preparing learners for roles in hospitality and tourism by fostering practical skills, customer service excellence, and a deep understanding of industry standards. The Trainer and Assessor ensures compliance with the Standards for RTOs 2015 and supports learners in achieving their educational and career goals.

#### **Key responsibilities**

##### *Training delivery*

- Deliver engaging and practical training sessions on key areas, including food and beverage service, barista skills, housekeeping, event coordination, and tourism operations.
- Facilitate hands-on learning experiences using industry-standard tools, equipment, and simulated workplace environments.
- Incorporate current industry practices, workplace trends, and customer service techniques into training delivery.
- Provide training accommodating various delivery modes, including face-to-face, online, and blended learning.

##### *Assessment*

- Conduct competency-based assessments that align with training package requirements, using methods such as practical demonstrations, case studies, and written tasks.



- Provide detailed, constructive feedback to support learners in achieving competency.
- Conduct workplace assessments to evaluate learner performance in real-world settings, ensuring alignment with workplace expectations and industry standards.

#### *Compliance and administration*

- Maintain compliance with all documentation requirements, including attendance records, assessment outcomes, and learner feedback.
- Participate in validation and moderation processes to ensure assessment consistency and quality.
- Adhere to WHS and hygiene standards within training environments.

#### *Learner support*

- Identify and address individual learning needs through tailored support strategies.
- Mentor and motivate learners to achieve their personal and professional goals.
- Support learners with LLN needs or additional learning barriers, ensuring accessibility and equity in training delivery.

#### *Professional development*

- Engage in ongoing professional development to maintain currency in hospitality and tourism industry practices and trends.
- Participate in RTO-led training to ensure compliance with the Standards for RTOs 2015 and professional development requirements.
- Contribute to the continuous improvement of training materials and delivery strategies.

### **Selection criteria**

#### *Qualifications*

- Certificate IV in Training and Assessment (TAE40122 or TAE40116, including TAE40116 and TAE40122).

- Vocational qualifications in hospitality or tourism, such as Certificate IV, or Diploma in Hospitality or Tourism.

#### *Experience*

- Minimum three years of relevant industry experience in food service, hotel operations, event management, or tourism operations.
- Demonstrated understanding of workplace requirements, including customer service, food safety, and WHS regulations.

#### *Skills and attributes*

- Strong interpersonal and communication skills, with the ability to engage and inspire diverse learner cohorts.
- Excellent organisational and time management abilities, balancing multiple responsibilities effectively.
- High-level digital literacy skills, including proficiency in Learning Management Systems (LMS) and educational technology.
- A passion for training and a commitment to fostering learner success.

#### *Compliance requirements*

- Current Working with Children Check.
- National Police Clearance (obtained within the past 12 months).
- Valid driver's licence and access to reliable transport.

#### **Work environment**

This role involves delivering training in various settings, including classroom-based sessions, simulated hospitality environments, online platforms, and workplace locations. Travel may be required to conduct workplace assessments or to engage with industry stakeholders.