

Roles and Responsibilities of Key Personnel

Centre Manager

The Center Manager will:

- Be ultimately responsible for the quality of the training and assessment process across all training locations and qualifications.
- Process the required approvals for the Ministry of labour, chamber of Commerce and other government agencies for conducting the training programmes at the various centers.
- Co-ordinate with centre coordinator at the various sites to seek appropriate approvals from awarding bodies and other agencies offering appropriate levels of qualification.
- Establish a quality assurance system and ensure that the system functions correctly, is appropriate to the needs of the organisation and is regularly updated and reviewed.
- Ensure that training sites have adequate staff and physical resources to carry out effective training and assessment activities.
- Ensure that health and safety regulations are met and that safety is maintained throughout the organisation.
- Ensure that staff is qualified and trained for the role they are employed to carry out and that continuous training and improvement is available to all staff to ensure their up to date knowledge of systems and procedures relevant to their skill area.

GREEN LINE TRAINING INSTITUTE

Training Coordinator

The Training Coordinator will:

- Ensure that appropriate systems to monitor recruitment, quality of delivery and assessment, health and safety, etc are in place and are functioning effectively.
- Liaise with the GLTI and companies to interview and select suitable candidates for each programme offered.
- Ensure that the centre has adequate physical and staff resources to impart effective training and notify the CM of any shortcomings.
- Ensure that suitable training plans are drawn up for candidates and that sufficient training material and courseware are available to fulfill the plan.
- Liaise with the GLTI and companies to arrange suitable on-job training for students, where appropriate.
- Coordinate monitoring visits by VTD and Ministry of labour, awarding body and other inspection teams and ensure that they have access to requested documents and files.
- Periodically monitor, review and audit the practice of:
 - Equal Opportunities Policy
 - Appeals procedure and any claims arising out of it.
 - Health and Safety Policy
 - Quality procedures manual
- Periodically review, monitor and audit the resources of the centre and ensure that they remain fit for use.
 - **Additional responsibilities:**
 - Timetables
 - Preparation of weekly timetables
 - Allocation of teaching hours
 - Allocation of classrooms
 - Monitoring of student training programmes

GREEN LINE TRAINING INSTITUTE

- Student Discipline
- General student discipline
- Approval of student absent notes
- Issuing warning letters
- Course Notes
- Overseeing the generation of new course notes
- Ensuring course notes are up to date and relevant
- Ensuring that tutors are using correct course notes
- On-job monitoring
- Allocation of staff to on-job monitoring duties
- Liaison with sponsor companies
- Ensuring monitoring reports are completed
- Ensuring work tasks are issued and followed up
- Monitoring student progress
- Ensuring monthly reports are prepared and dispatched
- Ensuring regular tests are carried out to assess student performance

Internal Verifier

The role of the Internal Verifier is:

- To verify assessments undertaken to ensure quality, reliability and consistency of assessment decisions.
- To carry out interim and formative sampling of assessments in order to evaluate the guidance given by assessors to candidates and the effectiveness of assessment planning.
- To carry out summative sampling to evaluate the quality of assessment and confirm the decisions of assessors.
- To monitor assessment practice, make observations of assessments and offer feedback to assessors.
- To assist with the development of and to support assessors.
- To act according to agreed procedures in case of disputes and appeals
- To ensure that equal opportunities policies are followed at all times.
- To provide feedback on the outcomes of the internal verification process and to keep accurate and appropriate records of all activities undertaken.

Workplace Assessors

The role of the Assessor is to:

- Ensure that each candidate is aware of his/her responsibility within regard to the qualification, their training and the GLTI division.
- Agree assessment plans with candidates and division supervisor.
- Fully brief the candidate on the assessment process
- Observe candidates performance in the workplace.
- Assist the candidate to identify valid and sufficient evidence to meet the requirements of the qualification.
- Judge evidence against the criteria of the award to establish candidate achievements.
- Meet regularly with other assessors and verifiers.
- Maintain individual records of achievement for each candidate
- Participate in the appeals procedures, if necessary.
- Ensure that workplaces used are safe and that they offer adequate opportunity for the candidate to achieve the given outcomes.
- Maintain accurate records of discussions with candidates, employers and verifiers and to keep accurate records of all assessments undertaken.

GREEN LINE TRAINING INSTITUTE

Instructors

The role of the instructor is to:

- Ensure that each candidate is aware of his/her responsibility with regard to the training programme.
- Ensure that adequate resources are available for training and notify the Centre Manager of any shortcomings.
- Follow a laid down training plan and impart the necessary skills to each and every trainee.
- Carry out training efficiently and effectively
- Conduct periodic reviews of student progress, advise students and take necessary corrective action to reinforce the learning process.
- Produce regular and accurate reports on student progress.
- Maintain records of student attendance.
- Maintain records of training delivered, problems encountered and make recommendation for alteration to the training programme to the Centre Manager.
- Attend meetings, which may be called from time to time.