

	<b>Job Description</b>	<b>AA PC PRO 05a</b>
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<b>Job Title:</b>	Pilot Training Liaison Officer
<b>Job No:</b>	AA136
<b>Department/Business Unit:</b>	<b>Pilot</b>
<b>Accountable to:</b>	Chief Executive Officer
<b>Reporting to:</b>	Head of Pilot Training
<b>Our Vision:</b>	The aviation and aerospace Centre of Excellence for learning and development
<b>Our Values:</b>	Work Together, Be Accountable, Safety and the Heart, Act Innovatively, Deliver on Customer Needs.

## PURPOSE

The Pilot Training Liaison Officer is responsible for managing a range of operational and administrative activities associated with pilot training delivery, student and simulator management, and assessment of all related work at Aviation Australia whilst maintaining a strong focus on developing and maintaining effective relationships with internal and external stakeholders.

## DUTIES

### Third Party External liaison

- Manage third party training providers by monitoring agreements to ensure compliance, conduct staff training and ensure audits are completed on a timely basis.
- Manage relationships with third party training provider staff and students by negotiating and resolving conflict or student issues in accordance with Aviation Australia policies and procedures.

### Compliance

- Maintain an understanding of ASQA Standards for RTOs, CRICOS and VET Student Loan requirements. Participate in compliance meetings, audits and third-party training sessions to assist Aviation Australia to meet its compliance obligations.
- Participate in evaluation, quality assurance and continuous improvement processes to ensure the Pilot Training team's systems and processes are efficient and fit for purpose.
- Assist the Curriculum Design and Development division review Flight Training Course Plans to ensure ongoing compliance.

### Student Management

- Monitor student and course progress against syllabus, including absenteeism, and follow up with students and third-party flight training staff to support academic progression.

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- Maintain oversight of student attendance records held by third-party flight schools and ensure progression is reviewed through monthly meetings.
- Effectively liaise with relevant Aviation Australia departments and third-party pilot training providers and enrolled students, providing advice regarding program information and continuously developing and maintaining strong relationships.

#### **Student Enrolment and Assessments**

- Work with the Training Administration team to coordinate the facilitation of enrolments (including relevant entry assessment processes) and respond to enquiries to ensure a high level of service is provided.

#### **Simulator Management**

- Act as a liaison between airlines, external clients, and internal teams to facilitate the booking process for simulator sessions. Manage scheduling conflicts, coordinate logistics, and ensure that all client requirements are met.
- Conduct routine assessments of the simulator to ensure compliance with the Qualification Standards outlined in FSD2 approvals. This includes preparing for and participating in audits, documenting compliance measures, and implementing necessary changes or improvements based on assessment findings.

#### **General/Administration**

- Manage administrative functions such as coordinating monthly meetings with third party pilot training providers, preparing reports and briefings and coordinate with the marketing team to ensure published program information is accurate and up to date.
- Attend Career Open Days and visit third party training sites as required to promote pilot programs available to students.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
  - Code of Conduct
  - Work Health and Safety legislation
  - Policies and procedures

#### **AUTHORITIES**

The Pilot Training Liaison Officer has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

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## SELECTION CRITERIA

### Qualifications and Experience

- A Certificate IV or higher-level qualification in Business Administration, Business, or a related field (preferred, not essential).
- Minimum of 3 years' experience working in a coordination or scheduling role, preferably in the vocational training sector or in a training/learning and development environment.
- Experience working in the aviation or aerospace industry and/or an understanding of commercial pilot operations will be highly regarded.
- Proven ability to partner effectively with internal and external stakeholders, monitor agreements and compliance requirements, and support the achievement of training and operational outcomes.
- Demonstrated experience monitoring student and course progress against syllabus and working with students to encourage academic progression (desirable).
- Demonstrated experience in providing pilot training in a practical and theoretical environment (desirable).

### Knowledge and Skills

#### Essential

- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Excellent written and verbal communication skills, strong attention to detail and accuracy.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

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### Desirable

- Sound knowledge and/or understanding of commercial aviation.
- Knowledge and understanding, or the ability to rapidly acquire knowledge and understanding of:
  - Aviation regulatory environment as it relates to licencing and training of pilots.
  - ASQA standards and how compliance against these standards is maintained and demonstrated.
  - Relevant Commonwealth or State/Territory legislation that applies to aviation training.

### **Personal Qualities**

#### Essential

- Enthusiastic, energetic and motivated approach to work.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.