



Position Title	Training Services Officer
Department	Education and Training
Capability Framework Level	Level 1 - Performing
Date Reviewed	September 2025

Incumbent Name	VACANT
Signature	

## College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and Aotearoa New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

## Department Overview

The Education and Training Department has several areas of activity as follows:

### *Governance and Compliance Division:*

The purpose of the Governance and Compliance Division is to ensure the Education and Training Department reliably achieves its objectives, addresses uncertainty and acts with integrity in all matters pertaining to governance and regulation of College education and training

activities.

- *Governance*: Responsible for governance matters pertaining to the Council of Education (COE), including provision of leadership to administrators of entities reporting to COE, reconsideration and review of decisions made by COE and its entities, and the liaison and collaboration with the ACEM Governance Division.
- *Compliance*: Responsible for the provision of leadership, advice, and support in the development, review and implementation of education and training regulations and policies, and monitoring of and ensuring compliance with regulatory requirements as pertain to education and training activities.
- *Specialist International Medical Graduate*: Responsible for the development and administration of processes associated with the assessment of the qualifications and experience of specialist doctors trained overseas wishing to be recognised as specialists in emergency medicine in Australia and New Zealand

### ***Training and Accreditation Division:***

The role of the Training and Accreditation Division is to provide high quality, accessible, trusted and responsive products and services that enable outstanding trainee experiences.

- *Associateship Training Programs*: Responsible for the administration of the ACEM Associateship Training programs in Emergency Medicine and Pre-Hospital and Retrieval Medicine (PHRM) and the accreditation of PHRM training sites.
- *Specialist Training Program*: Responsible for the administration of the ACEM Specialist Training Program leading to Fellowship of ACEM and the Joint Paediatric Emergency Medicine Training Program leading to the Specialist title of Paediatric Emergency Medicine Specialist and the provision of support for trainees throughout their training.
- *Accreditation*: Responsible for the accreditation of training sites for the ACEM specialist training program, including special skills placements.

### ***Assessment Division:***

The role of the Assessment Division is to enable the measurement, judgement and confirmation of the standard of trainee performance and achievement, with a focus on robust data analysis, contemporary best practice, quality assurance and continuous improvement.

- *Trainee Progression and Research*: Responsible for the administration, management and quality assurance activities to support trainee progression review and assessment of trainees' research requirements.
- *Examinations Operations*: Responsible for the ongoing development, administration and quality assurance activities to support the conduct of ACEM Examinations.
- *Assessment Systems and Standards*: Responsible for the ongoing development and administration of standards underpinning the ACEM Examinations and the digital systems required to support them.

### ***Education Strategy and Development Division:***

The role of the Education Strategy and Development Division is to provide expert advice, exemplary project management services, creativity and strategic thinking to the development, implementation, monitoring and evaluation of engaging and innovative education and training offerings to trainees and members.

- *Education and Training Projects*: Responsible for the development and implementation of strategic education and training initiatives underpinned by sound evaluation and design principles, including educational and training standards and content, and facilitated by strong collaborative partnerships with stakeholders.

- *Education and Training Product Design and Development:* Responsible for design and development of education and training products, including the establishment and fostering of strategic partnerships.

## **Position Purpose**

Positioned within the Specialist Training Programs unit, the primary purpose of this role is to administer a range of processes and functions, and provide high quality support and advice to trainees, their supervisors and assessors through quality customer service and accurate record keeping. This role also provides administrative support to assessment panels and relevant college education committees to assist them in the discharge of their duties.

## **Key Responsibilities**

The key responsibilities of the role shall include, but not be limited to:

- Respond to stakeholder requests relating to the College's specialist training programs and provide clear, courteous, accurate, and timely information.
- Undertake and complete administrative, data entry, audit and analysis tasks to ensure the efficiency and accuracy of all training records, assessment outcomes, workshop registrations and communications.
- Provide administrative and meeting support and prepare assessment data for Trainee Progression Review Panels and other relevant committees, working groups and stakeholder groups as required.
- Collate relevant records and information to draft reports for reconsideration of assessment decisions of Trainee Progression Review Panels.
- Complete administrative processes associated with the appointment and performance monitoring of training program stakeholders.
- Develop accurate reports on Training Program processes and progress against specified targets and timelines.
- Act as a representative of ACEM at internal and external training program related events as required.
- Work collaboratively and as a supportive team member under the direction of the Training department's Coordinators, Training Services.
- Contribute to the development and updating of Training Program policies, procedures, website, FACEM Training Handbook, workshops, and other training-related communication media/materials.
- Collaborate and cooperate with others within the College in accordance with the project focus and the role.
- Act as a Subject Matter Expert and contribute towards development and improvement projects.
- Other responsibilities as delegated by Management within the scope of this position.

## **Key Skills, Qualifications and Attributes**

### **Essential**

- Relevant work experience, preferably in a regulatory/compliance and/or education environment.
- Highly developed administrative skills with strong attention to detail and ability to commit to a high-quality service-oriented workplace culture.
- Well-developed communication skills:
  - Oral: The ability to interact effectively with a range of stakeholders including senior clinical staff, emergency medicine trainees, IT and administrative colleagues.

- Written: The ability to achieve very high accuracy for trainee records, meetings, and committees including follow-up action points, written reports and correspondence.
- Critical thinking, analytical and decision-making skills with the ability to interpret information and make sound judgements.
- Demonstrated ability to use initiative with problem-solving skills to work unsupervised on team tasks in accordance with objectives, timelines, and priorities.
- Ability to prioritise and manage a range of varied activities and competing deadlines efficiently and effectively.
- Demonstrated ability to deal discretely and manage sensitive and confidential information.
- Proficiency in Microsoft Office programs; Word, Outlook and intermediate Excel Skills and previous experience using database systems.
- A demonstrated capacity to approach workplace responsibilities and colleagues in a mature and sensitive manner.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion and industrial democracy.

#### **Desirable**

- Tertiary qualifications in related field
- Experience with a member-based organisation and / or with a volunteer workforce.
- Experience in the healthcare, or medical education sector.

## **Key Capabilities**

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Training Services Officer, the key capabilities include:

#### **Effective communication:**

- Expresses thoughts and ideas clearly and concisely (verbally and in writing).
- Drafts correspondence and content independently.
- Ensures communication is aligned to workplace standards and policies.
- Shares information in a timely, logical and consistent manner

#### **Stakeholder engagement and management:**

- Provides expertise and support to internal/external stakeholders.
- Receives and manages stakeholder requests using established policies and procedures.
- Identifies which issues can be resolved and which issues need to be referred elsewhere.
- Sets clear expectations with stakeholders about what support can be provided.
- Prioritises issues according to internal/external stakeholders needs and urgency of issue.
- Keeps track of issues that have been escalated elsewhere to ensure they are being actioned.

#### **Decision making:**

- Able to approach a task/issue and identify decisions that need to be made.
- Applies established process and criteria for making decisions.
- Recognises when to consult with a more experienced team member.
- Able to make straight forward decisions in a timely manner.

#### **Problem solving and advising:**

- Able to apply problem solving processes to resolve low risk problems.
- Identifies and collects relevant data and information.
- Asks thoughtful and relevant questions to understand problems and potential causes.

#### **Negotiation and influence:**

- Remains calm when dealing with issues raised by internal/external stakeholders.
- Able to communicate clearly and with authority in an effort to negotiate and resolve lower risk matters/issues.

#### **Data gathering and analysis:**

- Gathers and analyses data relevant to domain/area of expertise.
- Understands data gathered and why it's being used.
- Identifies relevant trends in data.
- Identifies issues, problems or opportunities and determines if action is needed.
- Able to clearly organise and present analysis and findings.

#### **Managing performance:**

- Sets stretch goals and objectives.
- Provides feedback to supervisors, peers and colleagues.
- Fosters a positive workplace culture through role modelling organisational values.

#### **Leadership and business acumen:**

- Takes ownership and responsibility for own productivity, learning and development.
- Shows initiative in developing and applying relevant business acumen.

#### **Change management:**

- Provides options, ideas and feedback to support adoption of change within domain area.
- Demonstrates openness and willingness to adopt new ideas and change.
- Encourages others to understand and value change.

## **Organisation Responsibilities**

As a member of ACEM staff, organisation responsibilities include, but are not limited to:

- Demonstrate the ACEM Core Values within the Unit, Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan, ACEM Reconciliation Action Plan and Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

## **Workplace Health and Safety**

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

## Organisational Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams

## Organisational Relationships

Reports to	Coordinator, Training Services
Supervision of	Nil
Internal Liaison	All ACEM Employees Members and trainees of the College Directors of Emergency Medicine Training (DEMTs) Local Workplace Based Assessment (WBA) Coordinators Trainee Progression Review Panel (TPRP) members
Committee Liaison	Committees of Council of Education as required
External Liaison	Other Colleges and equivalent training organisations

## Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel to Aotearoa, New Zealand may be required.