



Position Snapshot

Position Title:	Learning & Design Specialist
Business / Division / Department:	Aircraft Operations / Training & Standards
Location:	Virgin Village
Reports to:	Manager, Training Academy
Direct Reports:	0
Classification:	2A
Date:	March 2020

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Learning & Design Specialist role is to design initial and recurrent training course material for delivery by VA Group trainers. Whilst holding a 'major' portfolio, you will work across multiple disciplines to design course content for VA Group Operations. In addition, you will ensure that our trainers are equipped to deliver the course material in accordance with the needs of the business.

Organisational Context

Virgin Australia Group is a major Australian airline group which launched in 2000 bringing real competition to the skies. The Group is made up of Virgin Australia Airlines, Virgin Australia Regional Airlines, Tigerair Australia, Virgin Australia Cargo and Velocity Frequent Flyer – our awesome loyalty program.

We operate regional, domestic and international flights and each year we carry more than 25 million passengers here, there, and everywhere! We're known for our exceptional customer service, award-winning cabin crew and fantastic product offerings. We're also passionate about the environment and reducing our carbon footprint both on the ground and in the air.

Around 10,000 passionate team members make up the Virgin Australia Group across Australia, New Zealand, North America, and Hong Kong. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialities to join our crew.

Virgin Australia Group team members are pretty unique, and we all have the same DNA inside us which makes us want to go one step further for our customers and each other. When we live our shared values, we can do things that most people would think impossible, and we think that's pretty cool.

As a result, every person we come into contact with – be it our guests, customers, colleagues or the community, will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Accountability	Major Activities
Training Course Design	<ul style="list-style-type: none">• Implementing integrated learning and development packages that accurately reflect the needs to the business, whilst remaining compliant with the regulations;• Engage with key internal and external stakeholders to conduct training needs analyses to ensure learning solutions and course designs meet those needs;• Development and management of the exam bank across all disciplines;• Design courseware including definition of training objectives, delivery method (e.g. facilitation and computer-based), activities, content, media selection and assessment instruments;• Design material including presentation slides and instructor guide, learner workbooks, training updates and eLearning storyboards and elearning content development, where applicable;• Review course feedback forms, safety investigations, safety data trends and audit findings to make improvements or updates to courseware;

	<ul style="list-style-type: none"> • Where holding a suitable major portfolio, provide expert advice and guidance on learning and capability across the CAR217, CASR142, CAO20.11 & Academy suite of training with an emphasis on non-technical skills (NTS) across the VA Group.
Standardisation	<ul style="list-style-type: none"> • Develop relationships with internal and external training professionals to share knowledge on best practice course material design and learning techniques; • Ensure that all courses are reviewed and updated on a regular basis, and that instructors and courses are standardised; • Design train-the-trainer (including Principles and Methods of Instruction- PMI, where applicable) sessions for new content and ensure materials are of the required detail and standard; • Conduct regular reviews to analyse content, evaluate effectiveness and improve on quality; • Assess each instructor (initially) on their knowledge of course content and ability to effectively facilitate learning to validate/approve new and existing learners.
Course & People Development	<ul style="list-style-type: none"> • Support the recruitment of instructors and designers; • Provide feedback to business areas on course design requests and solutions; • Maintain relationships with Subject Matter Experts (SMEs) from front-line role(s); • Assist in the mentoring & development of Learning & Design advisors; • Participating in course design meetings with SMEs; • Design professional development training material for new and existing instructors; • Provide regulatory support to departmental managers and leaders; • Where holding a suitable major portfolio, working with the Virgin Australia Group Human Factors and Non-Technical Training and Assessment Program in accordance with CASA CAAP SMS (3) - 1 and CAO 82.5; • Demonstrated ability to design technical, customer service and behavioural training for a regulated environment; • Implement integrated learning and development strategies that effectively reflect the Virgin Australia vision and Virgin Australia's key messages.
Courseware management	<ul style="list-style-type: none"> • Ensuring that learning materials meet the required regulatory and/or company and business unit standards and end materials adequately address defined business needs; • Review material regularly to identify the need for amendments or improvements; • Ensure that only the latest versions are available to be accessed; • Where holding a suitable major portfolio, oversight management of NTS course development and review.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> Bachelor Degree, Diploma, Cert IV qualification in teaching, adult learning, training & assessment or equivalent 	<ul style="list-style-type: none"> Tertiary qualifications in human factors, non technical skills or aviation management
Experience	<ul style="list-style-type: none"> Significant experience in Human Factors, Non Technical skills or technical training Significant experience in aviation/airline industry Experience in conducting business and/or training needs analysis and making detailed recommendations Significant experience in the design of training courses for adult learning 	<ul style="list-style-type: none"> Significant operational experience Experience of working with third party organisations and building courses that meet their needs
Skills	<ul style="list-style-type: none"> Demonstrated ability to think analytically and strategically whilst identifying opportunities and implement initiatives to deliver upon business and/or training outcomes Ability to quickly adapt to change and learn quickly in evolving environments Proven ability to drive positive customer outcomes through a large diverse workforce Excellent understanding of productivity tools, such as MS Word, Powerpoint, Excel 	<ul style="list-style-type: none"> Emotional intelligence; the ability to read, monitor and understand behaviours and respond to affect positive outcomes
Knowledge	<ul style="list-style-type: none"> Strong understanding of change management principles, techniques and tools Comprehensive knowledge of operational needs 	<ul style="list-style-type: none"> Good knowledge of cross divisional areas Strong knowledge of VA Quality Management principles Strong understanding of appropriate CASA regulations

Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Initiates customer centric solutions • Supports initiatives to improve policies, processes and customer interactions • Seeks and identifies opportunities to surprise and delight both internal and external customers • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures
Desire to be Better	<ul style="list-style-type: none"> • Takes into consideration the impact to customer experience when making decisions • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority
Collaborates	<ul style="list-style-type: none"> • Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA
Inspires Team	<ul style="list-style-type: none"> • Encourages others to bring whole self to work and contribute freely to achieving our vision • Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes
Creates Future	<ul style="list-style-type: none"> • Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Demonstrates persistence and perseverance in the face of obstacles • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe
Drives Results	<ul style="list-style-type: none"> • Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Communicates key objectives within own area to deliver results aligned to business strategy • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety.