

**Office Roles**

The purpose of this process is to clearly define who does what within the processing and scheduling area of the Commercial services in-office team. The list will be considered live and is liable to change as the business and client needs change.

<b>Processing Area</b>	<b>Task</b>	<b>Area</b>	<b>Responsible</b>
1) General	Manage the phone messages	All	KU / AL / PS / EP / AC
	Manage the 'Training Services' email inbox	All	KU
	QA of confirmation letters	Grp	EP / AC
	Coordinate staff account and expenses processing	LSV Team	PS / EP / AC
	Invoicing	DHHS	PS
	Monthly course summary	YMCA	KU
	RACGP points data upload	RACGP	AL
	Licensee – agreements, contracts and correspondence	Licensee	KU / AL / EP
	Venue – agreements, contracts and correspondence	Venues	EP / PS / AC
	WAW – agreements, contracts and correspondence	WAW	AC / SL
	Process WAW merchandise	WAW	AC / SL
	Pool Safety Assessment – bookings and correspondence	PSA	AC / JB
	Full time staff annual leave	FT team	AC / EP
	Full time T.O.I.L	FT team	AC / EP
2) Course Facility Scheduling	Management of training staff roster / calendar	FT team	EP / PS / AC
	Booking of courses	Group	EP / PS / AC
	Booking of DHHS courses from LSV-from-anywhere	DHHS	PS
	Upload booked courses to YMCA system	YMCA	KU
	Booking courses into Axcelerate	All	EP / PS / AC
	Management of master booking sheet	Courses	EP / PS / AC
	Venue hire for courses	All	EP / PS / AC
	Prepare course confirmation letters	Group	EP / PS / AC
	Staff pays	Group, Public	AC / EP
3) Participant Booking and Payment	Candidate enrolments	YMCA, DHHS	AL / KU / PS
	Candidate enrolments	Licensee	AL / KU
	Tech YMCA payment processing	YMCA	KU
4) Courses and Assessment Delivery	Coordinate trainer files (with Quality Assurance)	LSV team	KU / EP
	On-boarding and processing of new trainers	LSV Team	EP / KU / RA
	Trainer PD and updates	LSV team	EP / KU / RA / SL
5) Equipment and Resources	Checklist preparation	Licensee	AL / KU
	Kit preparation	All	AL / KU

	Checklist QA	Licensee	KU
	Kit QA	All	KU
	Equipment availability log	All	AL
6) Assessment and Award Processing	Kit and paperwork checks	Licensee	KU / AL
	Checked kit follow ups	Licensee	AL / KU
	Invoicing	Licensee	KU / AL
	Marking of courses as complete and invoicing	DHHS	PS
	Manual course marking	YMCA	AL
	Coordination of 'Problem' folder	All	KU / AL
	Coordination of 'Held Awards' folder	All	KU
	Organising and processing of course resits	YMCA, Licensee	KU / AL
	Printing and sending of certificates	YMCA, Licensee	KU / AL
	Certificate reprints	All	KU / AL