

Trainer FAQ

The purpose of this process is to clearly define who LSV staff and licensees should be contacting in the event that they are after information, advice or general correspondence. The table below sets out a number of standard information requests and likely scenarios where information is requested.

Process Area / Information Requested	1ST Contact	2ND Contact
Operational Health and Safety	Emma Atkins	Andy Dennis
Staff grievances	Emma Atkins	Andy Dennis
Annual leave (Training Officers)	Amy Cross	Andy Dennis
Annual leave (Office Team)	Andy Dennis	Emma Atkins
Major contracts (YMCA, Belgravia)	Andy Dennis	Kate Ulman
WAW contracts	Amy Cross	Sheila Langley
DHHS contract	Prue Saunders	Kate Ulman
Venue contracts	Erin Petts	Prue Saunders
Service member enquiries	Sheila Langley	Kate Ulman
Current / future courses - compliance	Brian O’Mahony	Kate Ulman
Trainer qualifications, accreditations and updates	Kate Ulman	Erin Petts
Course codes and RTO status	Brian O’Mahony	Kate Ulman
Trainer and course scheduling	Erin Petts/Amy Cross	Prue Saunders
Group bookings	Erin Petts/Amy Cross	Prue Saunders
Course equipment and resources	Alex Lanica	Kate Ulman
Outstanding paperwork and certificates	Kate Ulman	Alex Lanica
Client feedback and suggestion	Erin Petts/Amy Cross/Prue Saunders/Kate Ulman	Andy Dennis
Staff feedback and suggestions	Erin Petts/Amy Cross/Prue Saunders/Kate Ulman	Roger Abel
Assessment and award processing	Kate Ulman	Alex Lanica
Technical training information	Roger Abel	Sheila Langley
IT and equipment investment	Andy Dennis	Kate Ulman
Casual trainer time sheets	Erin Petts/Amy Cross	Prue Saunders
Licensee Agreements	Kate Ulman/Erin Petts	Alex Lanica
Licensee bookings / processing	Kate Ulman	Alex Lanica
Potential new LSV training staff	Erin Petts	Prue Saunders/Amy Cross
LSV staff appraisals and performance management	Andy Dennis	Emma Atkins
Trainer performance management	Andy Dennis	Emma Atkins
Office team performance management	Andy Dennis	Emma Atkins
LSV uniform	Alex Lanica	Kate Ulman

2nd contact is only applicable if the first contact is unavailable and the information is considered urgent
 Emma Atkins is the General Manager – Business Support. Direct: 03 9676 6913 Mob: 0438 000 873
 Andy Dennis is the General Manager – Public Training and Pools Safety. Mob: 0400 518 923