

## Position Description

SEDA Group (SEDA) is a leading provider of hands-on education that delivers senior secondary and post-secondary qualifications that are designed to engage, educate, and empower young people as they transition onto employment or further education.

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|---------------------------|---|
| <b>Position title:</b>    | National Quality and Compliance Manager |
| <b>Immediate Manager:</b> | General Manager – Training Operations   |
| <b>Status:</b>            | Full time                               |
| <b>Term:</b>              | Permanent                               |
| <b>Location:</b>          | Victoria                                |
| <b>PD reviewed on:</b>    | August 2021                             |

## About SEDA GROUP

SEDA Group (SEDA) is an applied learning education provider, known for successfully developing a model of Senior Secondary Education combining Vocational Education and Training (VET) both inside and outside the classroom. Now a national organisation, we focus on individual learning and enabling our students to build transferrable skills that will prepare them for a successful future.

Across Australia SEDA partners with over 50 leading national, state, and local sport, recreation, building and trade organisations. We are highly regarded for empowering, supporting and believing in young people. Our staff ensure all students learn in a safe and inclusive environment. In addition, our staff and teachers undertake their roles with a commitment to:

- **Integrity**  
We act with transparency, honesty, and fairness. We own our decisions and behaviours.
- **Innovation**  
We encourage new thinking, listen to ideas, and have an open mind
- **Professionalism**  
We set high standards, give our best and are consistently reliable. We deliver on commitments
- **Collaboration**  
We work in partnership willingly. We share challenges and successes

**SEDA Group**

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 ABN 80 145 751 962  
 RTO Provider Number 22503

## Purpose of the role

The National Quality and Compliance Manager role is responsible for overseeing the administration and operations of the Registered Training Organisation (RTO) on a day-to-day basis and makes significant contributions to the organisation’s quality and compliance with a particular focus on VET Funding Contract compliance. In addition to managing the monthly workflow of administrative and operational duties, the National Quality and Compliance Manager oversees the effective use of student management and reporting systems including VETTRAK, EPSILON, SVTS, TCSI, and is responsible for government funding claims and mandatory reporting requirements.

The National Quality and Compliance Manager will report to the General Manager – Training Operations of SEDA Group.

## Primary Responsibilities

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| <b>Administration &amp; Systems Management</b> | <ul style="list-style-type: none"> <li>• Oversee the Course Application, Pre-Enrolment, Enrolment, and eligibility processes for a range of programs and qualifications</li> <li>• Oversee student management systems, government funding claims and AVETMISS reporting with a strong focus on compliance</li> <li>• Ensure SVTS uploads are conducted by nominated dates and unit nominal hours and tuition fees are reported accurately</li> <li>• Oversee VET Student Loans (VSL) reporting and administration processes</li> <li>• Manage record keeping, filing, and archiving of staff and student files both in hard copy and electronic format</li> <li>• Ensure student, staff and trainer/assessor files are compliant in terms of regulatory and government funding contract requirements</li> <li>• Ensure credentials are issued in a timely fashion and meet relevant regulatory requirements</li> <li>• Ensure Australian Qualification Framework (AQF) qualifications and statement of attainments from other Registered Training Organisations (RTO)s are recognised by SEDA</li> <li>• Authorise documents by verifying original copies as per the HESG/DET contract requirements</li> <li>• Manage monthly workflow and ensure key tasks are being completed in an efficient and effective manner</li> <li>• Analyse and report on student enrolments and other key demographics for the GM, Executive and Board</li> <li>• Collaborate with and assist the Finance team to project, monitor and report on State and Federal government funding”</li> </ul> |
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| <b>Contract Management &amp; Servicing</b> | <ul style="list-style-type: none"> <li>• Develop and maintain business processes and other procedures relating to SEDA's compliance with HESG/DET and the VET Funding Contracts both state and federal</li> <li>• Lead VET Funding Contract submissions, monitoring and audits</li> <li>• Oversee uploads of claiming data (AVETMISS files) and amend errors within designated timeframes</li> <li>• Provide access to training records as requested by the Department or authorised representative/s</li> <li>• Monitor exits, withdrawals and the cessation of training contracts and follow up any areas of concerns with students and stakeholders</li> <li>• Monitor contracts with auspiced clients and other third-party providers in conjunction with the GM</li> <li>• Monitor and manage the scope of SEDA in conjunction with the GM</li> </ul>  |
| <b>Compliance</b>                          | <ul style="list-style-type: none"> <li>• Contribute to SEDA's quality and compliance framework to ensure adherence to a range of regulatory, legislative and government requirements including but not limited to ASQA, AQTF, VRQA and State and Federal funding contracts, including internal and external audits, qualification updates, extensions to scope and scope amendment applications</li> <li>• Provide advice, support, and training to staff to ensure risk is mitigated with respect to funding claims and reporting</li> <li>• Contribute to the compliance of delivery and assessment materials and training and assessment strategies</li> <li>• Ensure trainers are inducted into SEDA and are subsequently aware of the relevant policies, procedures, and other legislative and contractual compliance requirements</li> <li>• Manage HESG/DET/ VET Student Loans contract requirements, disseminate important information to management and keep abreast of changes in Victorian and Commonwealth legislation</li> <li>• Assist staff in the development of training plans with transparent start and end dates</li> <li>• Provide regular RTO activity reports and accurate training data to the General Manager</li> <li>• Ensure that the RTO adheres to the Australian Privacy Principles in terms of the collection, storage, and destruction of files</li> </ul> |
| <b>General</b>                             | <ul style="list-style-type: none"> <li>• Develop and maintain strong relationships with a range of key stakeholders in the VET environment</li> <li>• Regularly liaise with key internal and external stakeholders and provide advice to management on operational and administrative activities and compliance requirements</li> </ul>   |

|              |   |
|--------------|---|
|              | <ul style="list-style-type: none"> <li>• Contribute to SEDA Management meetings</li> <li>• Manage the grievances, complaints and appeals where appropriate</li> <li>• Attend internal and external meetings as required</li> <li>• Maintain effective working relationships with key internal and external stakeholders, including but not limited to representatives within other Registered Training Organisations (RTOs), industry, advisory bodies, and community organisations</li> <li>• Develop and extend skills by seeking regular professional development opportunities</li> <li>• Provide effective leadership, management and monitoring of administrative staff recruitment, performance, and productivity to ensure the provision of highly quality outcomes and services</li> <li>• Adhere to SEDA Operations Manual and Business Processes</li> <li>• Act as a primary RTO delegate</li> </ul> |
| <b>Other</b> | <ul style="list-style-type: none"> <li>• Champion the roll out of the SEDA Risk Management model into all aspects of SEDA's activities</li> <li>• Promote a risk aware culture within areas of responsibility and ensure staff understand their responsibilities with respect to risk management</li> <li>• Other duties appropriate to the level of the position and in accordance with incumbent's skills and competencies.</li> </ul>  |

### Key Relationships

| Internal                                       | External                             |
|--|--------------------------------------|
| General Manager, Training Operations           | Industry Partners and stakeholders   |
| Chief Executive Officer                        | VET Consultation and Advisory bodies |
| SEDA Group Executive                           | SEDA Colleges                        |
| Quality and Compliance Manager and Coordinator | Government dept/regulators           |
| Industry Diploma Operations Manager            |                                      |
| State Operations Manager, WA and SA            |                                      |

### Skills, Knowledge and Experience

- Tertiary qualifications in education, administration, management, or a related discipline (post-graduate qualifications well regarded)
- TAE40116 Certificate IV in Training and Assessment, or equivalent is desirable
- Demonstrated extensive experience in the management and administration of the Vocational Education or Training Sector

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- Well-developed written and verbal communication skills, including the ability to establish and maintain effective working relationships with a broad range of internal and external stakeholders
- Evidence of strategic thinking, strong conceptual, analytical, and problem-solving skills with the ability to translate analysis into actionable strategy.
- Demonstrated experience in leading and developing staff by creating a climate in which staff want to do their best in an area of high workload intensity.
- Strong organisational, planning and time management skills with an ability to prioritise and manage workload, meet deadlines, and adapt to changing circumstances while delivering a high-quality function
- Demonstrated proven ability to deliver excellence by taking personal accountability for achieving high quality outcomes and a flexible approach to diverse work demands in a fast-paced environment.
- Demonstrated knowledge of ASQA / SRTO / VRQA / Skills First (or equivalent) state funding regulations, VSL, and the AQTF
- Proven ability to conceptualise and implement continuous improvement strategies
- Strong written and oral communication skills, with proven ability to establish and maintain collaborative working relationships
- Proficiency in utilising Student Management Systems (SMS) is required and preferably Learning Management Systems (LMS). PC based software packages, such as VETTRAK, SVTS and EPSILON is desirable
- Contribute to and provide oversight to the development and implementation of the annual Quality and Compliance Calendar.
- Demonstrated experience in the planning, development, and administration of programs to achieve quality outcomes for students, staff, and employers
- Demonstrated capacity to effectively construct, lead, and manage a team of staff in the administration and quality and compliance requirements of the RTO.
- Previous experience in developing comprehensive training plans, delivery schedules, results and reporting frameworks
- Demonstrated Knowledge of the Standards for Registered Training Organisations (RTOs) /ASQA, VRQA / AQTF /
- Demonstrated knowledge of the National Register for VET Nationally Recognised Training requirements and practices.
- Demonstrated experience in developing business processes, policies, procedures, documents, and forms to ensure compliance is maintained to support VET regulatory, legislative, and government requirements.

- A working knowledge of State and Federal funding arrangements including contracts. Experience in contributing to securing and managing VET Funding Contracts is advantageous.
- Experience in managing and maintaining internal and external audits to support VET regulatory, legislative and government requirements. Contribute to where required the review, validation, and development of training materials.

### Other Requirements

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- Conditions of engagement including probation, health, and character checks (including police records check and working with Children Check) will apply to this position.
- To be eligible for engagement, you must have Australian or New Zealand citizenship or permanent residency status.
- Applicants need to meet the selection criteria outlined in SEDA Group's Skills First contract and may be required to complete a 'Fit and proper person declaration form' to be eligible for engagement.

The list of responsibilities herein is not intended to be all-inclusive and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.

### Position Description Acceptance

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I \_\_\_\_\_ (Incumbent Name) have read and, understood the above Position Description and agree to carry out the duties listed in my position description.

Signed ..... Date

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