

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.

Position title:	Quality and Compliance Lead
Immediate Manager:	National Quality and Compliance Manager
Department	Training Operations
Status:	Part time; 06 EFT
Term:	12-month contract
Location:	Victoria
PD reviewed on:	January 2022

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

w seda.edu.au
e info@seda.edu.au
p 1300 777 332
ABN 80 145 751 962
RTO Provider Number 22503

Purpose of the role

The role is responsible for leading RTO quality and compliance and will support adherence to the VET Quality Framework, VET Student Loans program, relevant state funding contracts and other relevant RTO legislation. The Quality and Compliance Lead will be responsible for implementing a range of systems and processes to mitigate SEDA's compliance risk and is also required to ensure SEDA's approach to continuous improvement is both clients focused and produces consistent, high-quality outcomes for our stakeholders.

Primary Responsibilities

Quality Management and Regulatory Compliance	<ul style="list-style-type: none"> • Implement and maintain the SEDA Group Operating Manual as part of SEDA's approach to quality management • Oversee communication with staff on changes to legislation and regulatory requirements, scope of registration, and applicable qualifications and unit of competencies on TGA • Ensure RTO documents are reviewed and updated by document owners when there are amendments to relevant standards, acts, legislation, guidelines, and other changes such as contract notifications or similar • Lead and monitor relevant compliance with funding contracts and legislation as per SEDA Group Operating Manual • Implement and maintain RTO compliance mapping documents in conjunction with National Manager-Quality and Compliance and assistance from Quality and Compliance Officer • Implement and monitor completion of RTO compliance activities as per Program Operation Schedules • Manage qualification transition process in conjunction with Administration Manager, Quality and Compliance Officer, National Manager-Quality and Compliance and National Learning and Development Manager • Ensure the Teacher / Trainer / Assessor Matrix and all related documents are compliant as per the Standards for RTOs and Funding Contracts in respective States • Verify documents according to RTO processes where necessary • Oversee the auditing and RTO compliance of training sites and completion of quality indicators reporting • Update and maintain the Validation schedule and co-ordinate validation and moderation process implementation in conjunction with National Training Manager, Quality and Compliance Officer and National Manager-Quality and Compliance
Project Coordination	<ul style="list-style-type: none"> • Develop and lead project plans in conjunction with the National Manager-Quality and Compliance to ensure changes to or implementation of new state funding contracts, legislation and regulatory requirements are applied across the RTO • Coordinate implementation of project plans relating to external audits, RTO re-registration, and applications for new or renewal of state funding

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	<p>contracts, or other relevant RTO applications in conjunction with National Manager-Quality and Compliance</p> <ul style="list-style-type: none"> Assist the Training, Administration and Compliance team with implementation process for superseded units, qualification and coordinating the project between each stakeholder.
Continuous Improvement	<ul style="list-style-type: none"> Ensure Quality Indicators are completed as per schedules and summary report is issued to ASQA as per relevant due dates Lead a continuous improvement culture within the business and regularly update continuous improvement register Conduct a range of RTO quality reviews (internal audits) and quality management initiatives and report to the National Quality and Compliance Manager and action the findings Assist with external audits with regulators as required Assist with preparation for external audits and action findings as applicable and required Support SEDA Group staff and third parties through regulatory and compliance audits with the relevant authorities Plan, conduct and coordinate the annual Skills First Internal Audit Provide advice to management on quality and compliance issues Ongoing evaluation, improvement, and providing feedback to the National Manager-Quality and Compliance by showing initiative, innovation, and commitment to SEDA Group values
Student Academic Performance	<ul style="list-style-type: none"> Oversee Evidence of Participation process and regularly review EOP Reports to ensure RTO compliance requirements are being met Oversee Student Learning and Support Policy and Procedure to ensure efficient and effective implementation Oversee Individual Learning Plan and Monitoring Document Process to ensure efficient and effective implementation
Marketing & Digital Content	<ul style="list-style-type: none"> Develop and manage Course Information Brochures ensuring information is consistent with the relevant training and assessment strategy, tuition fee documents, Fees and Charges Policy, SEDA Group Operating Manual, and other relevant documents Lead the RTO compliance marketing approval process utilising the Marketing Information Checklist and Marketing Register Ensure marketing RTO compliance tools are maintained and updated as required Ensure SEDA Group and third-party websites meet RTO compliance as per legislation and regulatory requirements
General	<ul style="list-style-type: none"> Provide effective leadership and management of direct staff reports to ensure quality performance, productivity and provision of highly quality outcomes and services Contribute to quality and compliance reports and risk register on a monthly basis Participate in Pre-Enrolment and Enrolment Processes where required

	<ul style="list-style-type: none"> • Regularly engage and liaise with key stakeholders regarding regulatory and legislative obligations • Attend internal and external meetings as required • Maintain effective working relationships with other RTO's, industries, businesses, and community organisation's • Adhere to SEDA Group Operations Manual and Business Processes • Coordinate staff inductions and deliver VET professional development sessions where required
Associated Duties	<ul style="list-style-type: none"> • Attend and participate in relevant staff, department meetings and planning workshops • Work collaboratively within the Training Operations department, use team approach, and provide support as required to meet goals and objectives of SEDA Group • Undertake other duties which are appropriate to the level of the position, as directed by the Manager • Act in accordance with SEDA Group values and policies and procedures • Cooperate with all health and safety policies and procedures and take all reasonable care for their own and others health and safety

Key Relationships

Internal	External
General Manager, Training Operations	Industry Partners and stakeholders
National Quality and Compliance Manager	VET Consultation and Advisory bodies
Industry Diploma Operations Manager	SEDA Colleges
State Operations Manager, WA and SA	Government dept/regulators

Skills, Knowledge and Experience

- Tertiary qualifications in education, administration, management, or a related discipline (post-graduate qualifications well regarded)
- Demonstrated extensive experience in the management and administration of the Vocational Education or Training Sector
- Demonstrated experience in developing RTO policies, procedures, and other regulatory documentation
- Demonstrated knowledge and management of audit and compliance processes within an RTO
- Experience conducting multiple internal and external audits
- Proven ability to monitor and manage the RTO's continuous improvement strategies

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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 / SRT0 / 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

- Conditions of engagement including probation, health, and character checks (including police records check and working with Children Check) will apply to this position.
- TAE40116 Certificate IV in Training and Assessment, or equivalent
- 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

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