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Position Title	Coordinator, RTO Quality
Department	Education
Reports To	Team Leader, Quality and Compliance
Location	Brisbane or Sydney

Position Purpose

The Coordinator, RTO Quality role will ensure that the Registered Training Organisation (RTO) of the Education Service meets all quality and compliance obligations under ASQA's Standards for RTOs 2015 and quality standards under ISO 9001: Quality Management Systems. The Coordinator, RTO Quality will lead and ensure all aspects of quality management is up to date. The role leads the regular review processes and ensure procedures are implemented to the highest standard possible. At the direction of the Team Leader, Quality and Compliance, this role will work with other members of the RTO team to be accountable for the key phases of the student experience.

Position – Key Result Areas

Has direct responsibility over [1]	Recommends, advises, interprets [2]
Shares responsibility with other [3]	Provides information [4]

Accountability [1-4]

Compliance Activities

[1]

In collaboration with and at the delegation of the Team Leader, Quality and Compliance, this role will:

- Oversee the RTO's compliance framework to ensure adherence to the Standards for Registered Training Organisations (RTOs) 2015 and the AQTF,
- Ensure compliance against, the key phases of the student experience including marketing, enrolment, student progression, training and assessment and completions,
- Support with maintenance of RTO scope of registration including qualification updates, extensions of scope and funding applications,
- Participate in marketing materials reviews to ensure accuracy and compliance of information to students and prospective learners as required,
- Work with Team Leaders to prepare course guides and maintain compliant enrolment documentation for students,
- Coordinate roll tracking, assessment tracking, unit completions and the organisation and management of student evidence,
- Coordinate and maintain validation and moderation activities,
- Coordinate and administer the Customer Satisfaction Tools and their reviews,
- Maintain the trainer profiles, report training needs to Team Leaders and participate in professional development activities,
- Coordinate and maintain working under supervision framework in compliance with ASQA Standards,
- Coordinate and maintain internal audit framework to ensure services are delivered in accordance with

- ASQA Standards and participate in external audit activities,
- Participate in external audit activities and produce/complete compliance reports as required,
- Maintain and action the continuous improvement processes and records and communicate to staff and management on changes to legislation and regulatory requirements,
- Engage with ASQA and keep abreast of changes and best practice in the regulatory system.

Growth and Development Activities

[1]

In collaboration with the Team Leader, Quality and Compliance, this role will:

- Coordinate and maintain policy review schedule and other relevant frameworks,
- Review and update current policies, procedures and work instructions across all aspects of RTO operations to ensure compliance against ASQA Standards for RTOs, 2015,
- Actively participate in creating a high functioning, engaged and aligned Quality and Compliance team,
- Deliver professional development sessions to trainers and administration staff to enhance the capabilities in the RTO,
- Explore opportunities to implement best practice for all key phases of the student experience,
- Create efficiencies in work processes and systems across the RTO,
- Identify priority compliance gaps and processes for improvement,
- When directed, participate in any communications, surveys, networking meetings with ASQA,
- Assist with managing complaints and appeals and using the data to feed into the continuous improvement register.

Compliance

[1]

Be accountable for all documents, reports, records and associated aspects are maintained in alignment with:

- ASQA RTO standards
- ISO 9001: Quality Management Systems
- State based funding contracts
- Internal Audits

Other duties as required

Decision Making

Decisions	Recommendations
Development of strategies for Team Leader approval	Policy and service directions and priorities
Working within the Education services strategic and business plans	

Primary Relationships

Internally	Purpose
Team Leader, Quality and Compliance	Coordination, Supervision and support
Coordinator, Contracts	Collaboration, liaison, support, advice
Team Leaders, RTO team	Collaboration, liaison, support, advice
Administrators, Compliance	Collaboration, liaison, support, advice

Education Staff	Shared strategic direction, collaboration and optimization of resources
Externally	Purpose
Organisational Stakeholders	Consultation and involvement in policy and service development
State government training departments	Contractual obligations are met

Persons or functions that report to the position holder:

- N/A

Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

N = None	L = Little Need	D = Desirable
M = Moderate	I = Important	C = Critical

	N	L	D	M	I	C
Innovating					*	
Planning						*
Organising						*
Financial Management				*		
Customer/Client Orientation						*
Administration					*	
Auslan				*		
Vision					*	
Data Gathering						*
Problem Solving					*	
Deciding					*	
Implementing						*
Communicating					*	
Lobbying					*	
Negotiating						*
Consulting						*
Participating					*	

Selection Criteria

Essential

- Significant experience working in an RTO managing contracts and associated reporting,
- Understanding of legislative requirements of a Registered Training Organisation as outlined in the Standards for Registered Training Organisation (RTO) 2015 and with government funding contracts and proven ability to comprehend and action regular regulatory amendments,

- Experience or knowledge in the delivery of educational material,

- Demonstrated high level interpersonal and communication skills, including proven ability in the effective negotiation, liaison, consultation and engagement of key stakeholders and partnerships,
- High level written communication skills and proficiency in policy development,
- Demonstrated highly developed ability to influence stakeholders, including the ability to manage change and generate a culture of continuous improvement,
- Proficiency in Microsoft suite and high level of computer skills, including document formatting and the ability to navigate various systems and platforms,
- Experience and knowledge of Student Management Systems,
- Ability to work autonomously with sound organisational and time management skills,
- Positive and flexible attitude

Desirable

- Auslan skills or willingness to learn
- Knowledge of the Deaf community, language and culture

Salary

Salary will be based on qualifications and level of experience. Salary packaging will also be available.

Please sign below your agreement of the above position description.

Name _____ Signature _____

Date _____