

JOB DESCRIPTION

Quality & Compliance Officer

Level:	Level 3
Position Number:	40000079, 40000959
Location:	Geraldton, Kalgoorlie, Northam
FTE:	1.00
Division:	Client Experience
Branch:	Academic Quality & Capability
Agreement:	Public Sector CSA Agreement 2024 <i>(and subsequent agreement/s)</i>
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The Quality and Compliance Officer provides ongoing administrative and technical support to the Manager Academic Quality & Capability to ensure the quality and compliance of the College's training delivery systems; and supports academic planning processes.

POSITION'S RELATIONSHIPS

THIS POSITION REPORTS TO:

Coordinator Quality & Compliance Geraldton Level 4

OTHER POSITIONS REPORTING TO ABOVE POSITION:

OFFICERS UNDER DIRECT RESPONSIBILITY:

Nil

OUR VALUES

INTEGRITY

We are genuine, honest, and apply high ethical standards.



RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Maintains the College's academic quality system, ensuring document control, and the ready availability of documentation (policies, procedures, and templates) related to academic quality.
- Monitors the currency of policies and procedures related to academic quality; including review schedules; and ensures updated or new policies and procedures are appropriately endorsed and made available to staff in conjunction with Governance and Integrity.
- Supports the coordination and administration of academic quality audits including providing documentation; undertaking compliance surveillance; tracking the completion of audits and return of documentation; following up on outstanding audits; providing assistance with rectification of non-compliances.
- Assists with coordination of external academic quality audits and monitoring visits.
- Assists with the coordination of academic processes related to scope of registration and compliance with the Standards for RTO's.
- Maintains tracking documentation for continuous improvement purposes.
- Assists Coordinator Quality & Compliance with client surveys, including student and employer surveys, and collates survey data and information.
- Assists with academic planning processes and preparing planning documentation.

- Complies with and demonstrates a commitment to Work Health and Safety, Public Sector Standards and Equal Employment Opportunity principles, behaving and formulating decisions in line with the Public Sector Code of Ethics, CR TAFE Code of Conduct and CR TAFE values.
- Undertakes other duties as required to assist the Academic Quality & Capability team.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- Demonstrated knowledge of auditing principles and compliance monitoring, as well as knowledge of the Standards for Registered Training Organisations (RTOs) and training package requirements.
- Well-developed communication and interpersonal skills with demonstrated ability to liaise effectively with staff at all levels.
- Well-developed analytical and problem-solving skills with strong attention to detail.
- Effective time management and organisation skills, with the ability to manage a high volume of tasks, with competing priorities, in an organised manner and within strict deadlines.
- Demonstrated proficiency with computer systems and learning technologies including Microsoft Office Suite, the Internet, and related online systems related to the VET system.

DESIRABLE:

- Understanding of and commitment to Work Health and Safety, Public Sector Standards and Equal Employment Opportunity principles.

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

The details contained in the document are an accurate statement of the position's responsibilities and requirements.



Joanne Payne
Managing Director

17 June 2025

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP.

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Personal Leadership for this position.

Lead collectively	You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.
Think through complexity	You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.
Dynamically sense the environment	You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
Deliver on high leverage areas	You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
Build capability	You actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of public service	You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.
Lead adaptively	You are continually learning and adjusting your approach to be effective in the changing work environment.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.