



## Registration Advisor

### Teacher Registration

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Service and Government Officers CSA General Agreement 2017</a> (or as replaced)
<b>Classification</b>	Level 4.
<b>Reports to</b>	Senior Registration Officer (Level 5)
<b>Direct reports</b>	Nil.

#### Context

The Teacher Registration Directorate comprises the Registration and Customer Services Branch, the Investigations and Compliance Branch and the Policy and Quality Assurance Branch. The Directorate is responsible for providing secretariat services to the Teacher Registration Board of Western Australia. The Directorate supports the Board's mission of serving the public interest by ensuring that teachers are registered and teacher education programmes are accredited in accordance with relevant legislation and in the best interests of children.

Visit [trb.wa.gov.au](http://trb.wa.gov.au) to find out more information about the Teacher Registration Board.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

- Manage a caseload of applications for teacher registration which require assessment of a range of elements, including professional learning, professional engagement, qualifications and professional standards.
- Provide advice and information on a range of issues relating to teacher registration and regulation, particularly complex overseas qualification assessments and accurately communicate decisions to internal and external stakeholders.
- Maintain a working knowledge of relevant policies and procedures and interpret, apply and comply with relevant legislation and policies.
- Research and analyse a range of compliance issues including overseas qualifications and possible document fraud, drawing on information from a range of sources to make evidence-based decisions and formal recommendations to the Director and Board on a range of assessments and complex applications.
- Identify, investigate and prepare detailed preliminary reports and recommendations on suspected forged or fraudulent documents.
- Prepare accurate and effective correspondence within agreed timeframes and quality controls standard formal correspondence on behalf of the Director in relation to

applications for teacher registration, ensuring adherence to legislative and policy frameworks.

- Conduct internal auditing of applications to ensure processes, policies and legislative frameworks are adhered to, and provide advice on the operation of processes and systems in accordance with a continuous improvement approach.
- In consultation with the Senior Registration Officer (SRO), mentor, support and provide training to other team members, and monitor and report on team performance, training gaps and workloads.
- Share knowledge and information with the team, actively participate in team meetings and discussions, and provide expert advice on the assessment of overseas qualifications.
- Build and maintain effective relationships and deliver a professional, proactive, accurate, efficient and confidential service to internal and external stakeholders balancing a customer service focused approach with the need to maintain effective regulatory functions.
- Under direction from the SRO, develop and implement workstation instructions and improved processes and provide input on the operation of, and improvements to, information and communication technologies used to facilitate efficient and effective regulatory practices.
- Contribute to strategic and business planning processes and identify factors that may influence work plans and goals.
- Ensure accurate data entry into Department business enterprise systems and maintain accurate records in accordance with agreed guidelines and records management principles.

### **Selection criteria**

1. Demonstrated experience and skills in the delivery of regulation and/or compliance activities and ability to interpret and apply legislation, policy or regulatory frameworks in an education environment.
2. Demonstrated research skills on areas of compliance with the ability to draw information from a range of sources to make evidence-based recommendations.
3. Demonstrated written and verbal communication and interpersonal skills, including the ability to interact effectively with stakeholders and balance a customer service focused approach with regulatory requirements.
4. Demonstrated organisational skills, including the ability to review and improve workflow processes, prioritise the work of others and develop and implement systems to manage a demanding case load within established timeframes.
5. Demonstrated ability to work effectively individually and within a team; and experience supporting, mentoring and training others to develop their skills and performance.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

## Certification

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

## ENDORSED

Date 3 September 2019  
Reference D19/0409927