

Position Title	Project Officer, Quality Assurance
Portfolio	Education Support
Division	Registrar
Department/Cost Centre	Registrar - 02020
Classification	Specialist Staff Level 5
Position Number/s	102254
Reporting to	Registrar
Supervises	NIL

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability.

Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Office of the Registrar acts as South West TAFE's manager of Government related Contracts overseeing the reporting requirements to Stakeholder bodies across all jurisdictions and relevant legislative obligations, and is responsible for informing and monitoring the implementation of strategies to mitigate risk and maximise opportunities in relation to these. This includes registration with regulatory authorities such as ASQA and VRQA and accreditation processes with industry bodies such as ANMAC, ACWA and AMSA.

The Registrar provides strategic and high-level professional advice and support on matters of management and interpretation of Contractual arrangements, obligations and legislative requirements. They are the custodian of the Organisation's Scope of Registration and its inherent obligations; and oversee the Organisation's records management and archiving processes and responsibilities. The Registrar is also the nominated position for Child Safety Officer for South West TAFE.

The Office of the Registrar is the nominated contact for official interaction with regulatory authorities such as Australian Skills Quality Authority (ASQA), Victorian Registration and Qualifications Authority (VRQA), Victorian Curriculum and Assessment Authority (VCAA), WorkReady (SA) and other regulatory authorities that regulates SWTAFE's academic delivery requirements and student wellbeing.

Position Overview (Your Opportunity)

South West TAFE is a Registered Training Organisation (RTO) operating under the regulatory authority of the Australian Skills Quality Authority (ASQA). It is a requirement that in order to operate as an RTO a full registration process must be undertaken prior to the expiry of our current registration period (30 June 2022). This registration process involves a whole of business review, audit and quality review.

The Registrar is the nominated Lead for the re-registration process and requires a highly skilled administrator to assist with the coordination of tasks, meeting of milestones, preparation of reports to a range of stakeholders including the Executive team and the Institute Board.

The Project Officer, Quality Assurance will be the key support to the Registrar in enabling the achievement of re-registration. Whilst there will be a Milestones Plan and strong guidance, it is expected that the Project Officer, Quality Assurance will be able to operate without daily supervision, meet agreed timelines, make sound decisions within the area of responsibility and use their initiative to achieve these outcomes.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position

- Providing high level administrative and coordination support to the Registrar in relation to the quality assurance process associated with RTO registration. Acting as a first point of contact for both internal and external requests for information and queries in relation to our re-registration process.
- In consultation with the Registrar, prepare and maintain a Milestones Plan that identifies key task to be completed, accountabilities, timelines, and allocated budget if relevant
- Monitor a Tableau Dashboard that will enable a snapshot demonstration of progression against Key Performance Indicators (KPI's) that have been established with and approved by Executive
- Coordinate the functions of the Project Control Group (PCG) including preparing Terms of Reference, establishing a meeting schedule, preparing meeting papers and reports, arranging attendance, recording minutes and ensuring that any identified actions are communicated, reported and followed up.
- Assist the various self-assessment and audit teams (both internal and external) with coordination of these activities. The scope of this will vary including, but not limited to, coordinating attendance, sourcing and collating files and records, booking appropriate facilities, and assisting in the preparation of documentation and outcome reports.
- Prepare drafts of the Reregistration Application for consideration and approval of the Registrar. In addition the Project Officer, Quality Assurance will be responsible for preparing all supporting documentation into an agreed electronic format and naming convention. It is estimated that the full Application will involve the preparation of up to 300 individual electronic files.
- Preparation of drafts and following input from the Registrar, finalisation to a professional standard of written reports and presentations for use at stakeholder forums including the South West TAFE Board, Board of Studies, Executive and Organisational Management. Content may also be used by Executive when updating the Minister's Office, Department of Education and the like.
- Maintain current knowledge of the ASQA Standards for RTO's, undertake research of best practice RTOs for various elements of these Standards and identify any continuous improvement opportunities to the Registrar.

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Experience at a senior level in the provision of administrative support and/or project coordination. Demonstrated to a high level, organisation skills and the ability to establish and maintain effective systems and records.
- Demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential.
- Effective interpersonal, verbal and written communication skills, including the ability to deal with issues of a confidential nature as well as providing a high level of general and specific support and advice.
- Demonstrated skills to build strong client relationships with key stakeholders and the ability to interact effectively with a diverse range of people.
- Promotes opportunities of continuous improvement opportunities and ways to innovate, and encourages others to do the same
- Seeks information necessary to solve work problems as and when they arise
- Flexibility in a changing environment & maintaining a detail focus
- A team player who achieves goals whilst utilising an organised and methodical approach to work

Qualifications and Requirements

Mandatory requirements

- Completion of a Diploma in Business or Quality Auditing or equivalent relevant experience.
- Applicant with lesser formal qualifications and relevant knowledge of the job or experience may be considered. Variations of the above point will be considered
- A work history in the education sector, preferably in a TAFE setting
- Employee Victorian Working with Children and satisfactory Police Check
- Capacity to use Microsoft Office products and relevant industry software and programs to an advanced level
- A sound understanding of the quality and compliance aspects to operating in the vocational education sector

Highly desirable requirements

- Completion of the Certificate IV in Training and Assessment (TAE) to a minimum of TAE40110
- Previous experience in a quality auditing environment
- Current Victorian Driver's license

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		