

Job Description Form

RTO Compliance Officer



Vision Statement

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

Mission Statement

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Service's Model of Care, empowering Aboriginal people to achieve health equality in their communities.

Aboriginal Culture

Aboriginal culture underpins every aspect of the work AHCWA does, and should always be reflected in work practices and behaviours.

All employees are expected to acknowledge, understand and continuously promote the importance and diversity of Aboriginal culture in all work activities.

Organisational Values

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business. These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members.



Culture

Acknowledging and understanding the importance and diversity of Aboriginal culture in all that we do.



Integrity

Working with personal and collective integrity whilst striving to achieve service excellence for our Members and community.



Passion

Exhibiting passion, positivity and commitment in all that we do to inspire and empower all people, Member Services and communities to reach their potential.



Collaboration

Fostering and contributing to shared objectives through inclusiveness and engagement with our Member Services.



Accountability

Being accountable to all our Members, stakeholders and the community

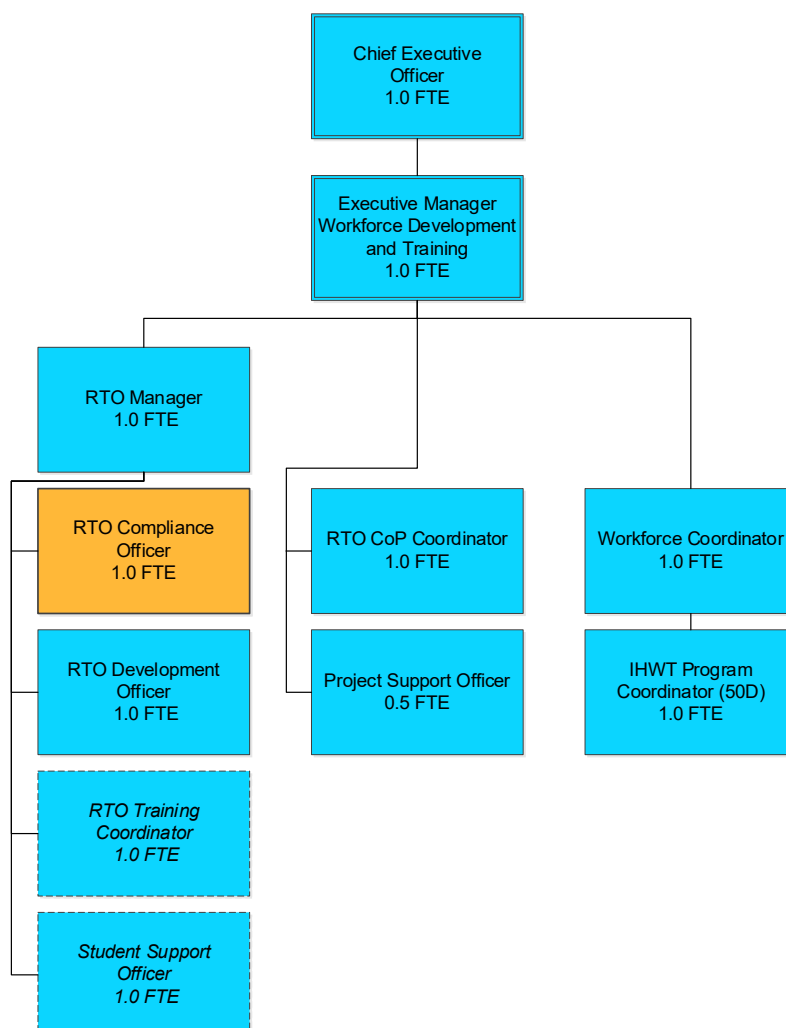


Resilience

Embracing challenges and harnessing opportunities to empower our communities for self-determination.

Position Title	RTO Compliance Officer
Work Group	Workforce Development and Training
Work Unit	Registered Training Organisation
Reports To	RTO Manager
Direct Reports	Nil
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	Administrative Grade 5
Approved by CEO	13 July 2026 (Des Martin)

Team Structure



Position Purpose

The RTO Compliance Officer reports to the RTO Manager and is directly accountable to the Executive Manager Workforce Development and Training, and is responsible for supporting the RTO Manager in ensuring that AHCWA's Registered Training Organisation (RTO 51902) maintains full compliance with the *Standards for Registered Training Organisations (RTOs) 2025*, including ensuring audit readiness, operational compliance, quality assurance, and the accuracy of all RTO systems, data and documentation.

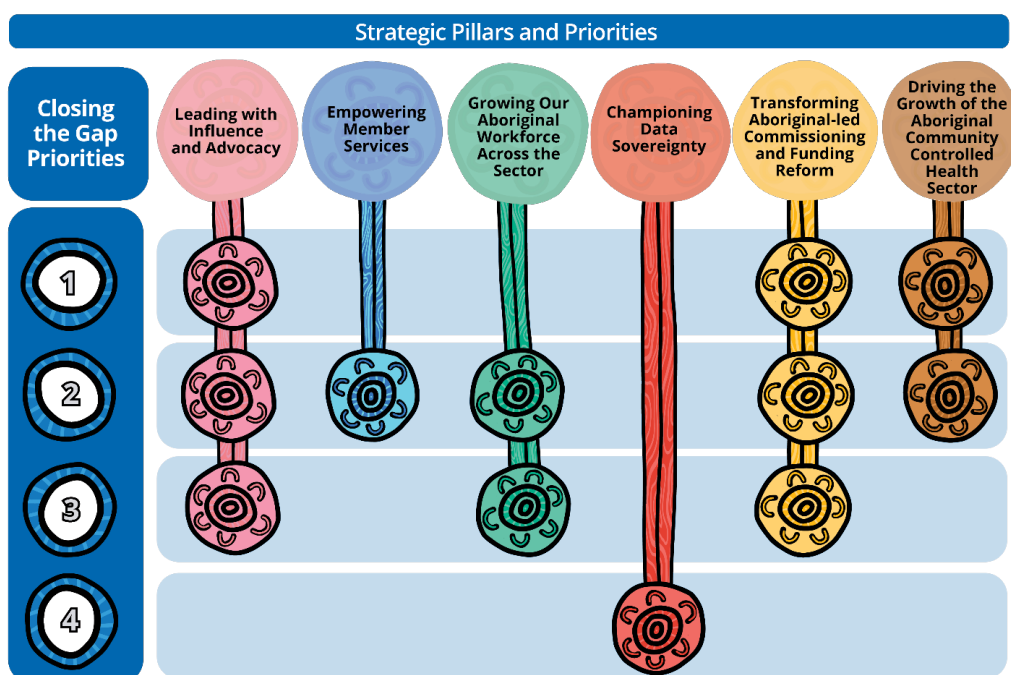
The position is responsible for the development, review, maintenance and monitoring of Training and Assessment Strategies (TAS), assessment resources, validation and moderation processes, student records, reporting, and all RTO compliance documentation. This role plays a critical part in ensuring AHCWA's training delivery is culturally safe, high-quality, well-governed, and aligned with sector workforce needs.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

Strategic Alignment

The organisation's Strategic Plan 2026-2030 has six (6) overarching strategic pillars, with each pillar having specific goals and outcomes.

The role of RTO Compliance Officer is aligned with pillars two (2) and three (3).



Key Stakeholder Relationships

External

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services in Western Australia.
- Liaises with a variety of government agencies, training providers, TAC, workforce representative bodies, educational institutions, Aboriginal Community Controlled (ACC) and First Nations Owned (FNO) RTOs and community groups.
- Engages with industry, workforce agencies, and sector partners as required to support compliance requirements.

Internal

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

Responsibilities of this Position

RTO Compliance and Quality Assurance

- Support the RTO Manager to ensure full compliance with the *Standards for RTOs 2025*.
- Develop, review and maintain Training and Assessment Strategies, assessment tools, learning resources and compliance documentation.
- Support the RTO Manager to identify, document and monitor compliance risks and contribute to corrective and preventative actions in accordance with organisational risk management processes.
- Support the implementation of validation and moderation plans and ensure outcomes are documented and actioned.
- Maintain and update RTO policies, procedures, templates, registers and quality assurance systems.
- Maintain version control across all training and assessment materials in alignment with organisational document management requirements.
- Ensure assessment tools and processes meet regulatory requirements for validity, reliability, sufficiency and fairness.
- Maintain training product currency and ensure compliance with updates to national VET regulations and standards.
- Support the RTO Manager with operational tasks and general administration of the RTO.

Audit and Regulatory Support

- Contribute to the development and maintenance of RTO-specific audit tools, templates and checklists.
- Assist the RTO Manager to prepare for TAC audits, including evidence collection, documentation, file reviews and rectification tasks.

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- Conduct internal compliance reviews, file audits, student record checks, trainer/assessor file audits and assessment tool quality checks.
 - Assist in developing and maintaining an audit-ready evidence base across all program areas.
 - Support the implementation of recommendations arising from internal or external audits.
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Training Operations Support

- Support the coordination of accredited and non-accredited training programs, ensuring compliance requirements are met.
 - Monitor enrolments, attendance documentation, assessment outcomes, progression, completions and recordkeeping.
 - Support the collection and analysis of learner and stakeholder feedback to inform continuous improvement of training and assessment practices.
 - Maintain student records and ensure compliance with retention, archiving and security requirements.
 - Work in conjunction with the broader Workforce Development and Training Work Group, and People and Culture Team, to support trainers and assessors to meet competency, currency and professional development requirements.
 - Assist with scheduling, training logistics, document preparation and related operational tasks.
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Data Management and Reporting

- Maintain accurate student data, training records and RTO registers.
 - Support the preparation of data for AVETMISS reporting (where applicable), internal reporting, and reporting to funding bodies.
 - Prepare compliance reports, risk assessments, data summaries, status reports and evidence tables for internal and external stakeholders.
 - Assist the RTO Manager in monitoring contractual reporting requirements and ensuring the timely submission of all documentation.
 - Analyse training data to support continuous improvement, strategic planning and reporting requirements, including TAC quality indicator data, participation trends, and sector demand analysis.
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Stakeholder Engagement and Sector Support

- Provide compliance advice and support to internal stakeholders, including the Workforce Development and Training Work Group.
 - Support communication with ACCHSs, RTO partners and Member Services relating to training compliance and documentation requirements.
 - Maintain effective relationships with TAC and external training providers as directed by the RTO Manager.
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Quality Management System

- Actively participate in the organisation's QMS (Logiqc).
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- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.

General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
- Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
- Attend and participate in professional development activities including workshops and training as required.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.
- Provide support for all-staff events and organisational initiatives, including but not limited to NAIDOC Week and the annual State Sector Conference.
- Undertake other duties within the scope of the position classification, as directed by the RTO Manager or Executive Manager Workforce Development and Training.

Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisation's performance development framework.

Key Result Area	Key Performance Indicators
RTO Compliance and Quality Assurance	• All compliance documentation is maintained to TAC standards and completed within required timeframes. • Training and Assessment Strategies and assessment resources developed and maintained to a high standard. • Validation and moderation activities completed and documented in line with schedules.
Audit and Regulatory Support	• Internal audit tasks completed accurately and within timelines. • Audit evidence prepared and maintained to an audit-ready standard.

	Timely completion of actions arising from internal and external audits.
Data Management and Reporting	- Accurate student recordkeeping and training data maintained. - Timely and accurate reporting to funding bodies and internal stakeholders. - Documented evidence supports compliance requirements consistently.
Quality Management System	Ensure all tasks assigned to the position are completed within a six (6) week period.

Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

Qualifications, Skills, Experience and Knowledge

Essential

- Experience in RTO compliance, administration or vocational education and training.
- Strong understanding of the *Standards for RTOs 2025*.
- Experience supporting audits, validation or assessment processes.
- Demonstrated ability to maintain accurate records, compliance systems and training documentation.
- High-level attention to detail, organisation and time-management skills.
- Strong written communication skills with the ability to develop and review compliance documentation.
- Ability to work effectively with minimal supervision and meet deadlines.
- High level of IT literacy, including Microsoft Office and student management systems.
- Demonstrated ability to build and sustain productive stakeholder relationships across government, education, RTOs and Aboriginal Community Controlled organisations.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples.

Desirable

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Familiarity or experience using Lingel Learning - Moodle Learning Management System and/or Wisenet Student Management System.

Practical Requirements

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty may be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra- and inter-state travel including overnight absences may also be required.

Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	