

POSITION DESCRIPTION

TITLE	Student Support and Compliance Officer
FUNCTION	Learning and Workforce Development, Clinical Practice and Education
REPORTS TO	Manager, Learning and Workforce Development
TERMS	• This role is covered by the Educational Services (Post Secondary Education Award • Classification level: Level 8 • This is a permanent appointment. Employment may be offered on a full-time or part-time basis.
LOCATION	Grief Australia promotes a flexible working environment with opportunities to work from a mix of office-based locations and home office base environments by agreement. Some travel to various stakeholder locations including training and events may be required.

Organisation Purpose

Grief Australia is an independent, not-for-profit organisation dedicated to better preparing Australians for grief and serving as a guiding voice through it. Our mission is to support grieving Australians through advocacy, evidence-informed practice and education.

Function Purpose

Learning and Workforce Development builds the capability of individuals, organisations, health services and communities to understand grief and respond well to loss. We deliver accredited and non-accredited training, consultancy and practice support; we build the capacity of the universal health services; and we produce the public information and grief literacy work that reaches people who will never contact a bereavement service. Our teaching is delivered by practising clinicians and an external faculty pool, which keeps what we teach anchored in current practice.

Role Purpose

The Student Support and Compliance Officer exists so that learners are well supported from first enquiry to completion and so that the evidence of our compliance is complete, current and ready before it is asked for. The role sits at the point where the learner experience and regulatory obligation meet, and it holds both together. Accountability for the quality system and for audit outcomes rests with the Manager, Learning and Workforce Development; this role coordinates, maintains and evidences it.

KEY RESPONSIBILITIES & DUTIES

1. Student Support and the Learner Experience

Learners are supported, informed and able to complete what they enrol in by responding to enquiries promptly, guiding people through enrolment and progression and identifying early when someone needs help.

Responsibilities include:

- Acting as the learner front door under the organisation's first-contact routing protocol, answering course and student enquiries and holding ownership of an enquiry until handover is confirmed.
- Guiding prospective and current learners through enrolment, credit transfer and recognition of prior learning processes in plain language.
- Monitoring learner progression and flagging students at risk of non-completion to the relevant trainer or assessor and to the Manager, Learning and Workforce Development.
- Coordinating reasonable adjustment and support arrangements for learners with disability, carer responsibilities or personal circumstances affecting study, in consultation with the trainer or assessor.
- Administering learner complaints and appeals through the documented process, recording each matter and its outcome and escalating anything that needs a decision.
- Maintaining student handbooks, induction materials and course information so that what learners are told before they enrol matches what they receive.
- Recognising that our learners often work with grief and loss and responding to distress with care and with knowledge of the support pathways available.

2. Student Records, Files and Compliance Evidence

The organisation can demonstrate what it did for every learner by maintaining complete, accurate and confidential student records and by keeping the evidence that supports them audit-ready at all times.

Responsibilities include:

- Maintaining student files so that enrolment, assessment, results and issuance records are complete, accurate and filed as they are created rather than reconstructed later.
- Applying record-keeping, privacy, confidentiality and retention requirements consistently across accredited and non-accredited activity.
- Preparing and checking certificates, statements of attainment and completion records before issuance, and maintaining the register of what has been issued.
- Collecting and filing the evidence that demonstrates compliance, including trainer and assessor credentials, currency records, version-controlled assessment tools and delivery records.
- Identifying gaps in the record set and closing them, or escalating them to the Manager, Learning and Workforce Development where a decision is needed.

3. Compliance Coordination and Audit Readiness

Regulatory obligations are met on time and the organisation is ready for scrutiny without a scramble by maintaining the compliance calendar, running routine checks and preparing the evidence that audit requires.

Responsibilities include:

- Maintaining the education compliance calendar, tracking every obligation, its owner and its due date, and prompting ahead of deadlines rather than after them.
- Conducting routine spot checks of files, assessment records and delivery documentation against the applicable standards, and recording what the checks found.
- Assembling evidence packs for internal and external audit, application and re-registration processes, and supporting the Manager, Learning and Workforce Development through those processes.
- Tracking rectification and corrective actions to completion, including who owns each action and when it closes.
- Monitoring changes to training packages, standards, funding contract requirements and regulatory guidance, and briefing the Manager, Learning and Workforce Development on what changes for us.
- Maintaining the currency of education policies and procedures against a review schedule, drafting updates for approval rather than approving them.

4. Validation and Continuous Improvement Support

Assessment holds up to scrutiny and improvement is documented rather than assumed by coordinating the validation schedule, preparing the material validators need and recording what follows. Responsibilities include:

- Coordinating the validation schedule, scheduling sessions, confirming validator availability and preparing assessment samples and tools in advance.
- Recording validation findings, decisions and recommended changes, and tracking resulting amendments through to version control.
- Administering learner, employer and trainer feedback collection, and preparing the analysis that the Manager, Learning and Workforce Development takes to review.
- Maintaining the continuous improvement register so that each issue raised can be traced to an action and an outcome.
- Contributing observations from the student support side of the role to improvement discussions, since the patterns learners report are evidence in their own right.

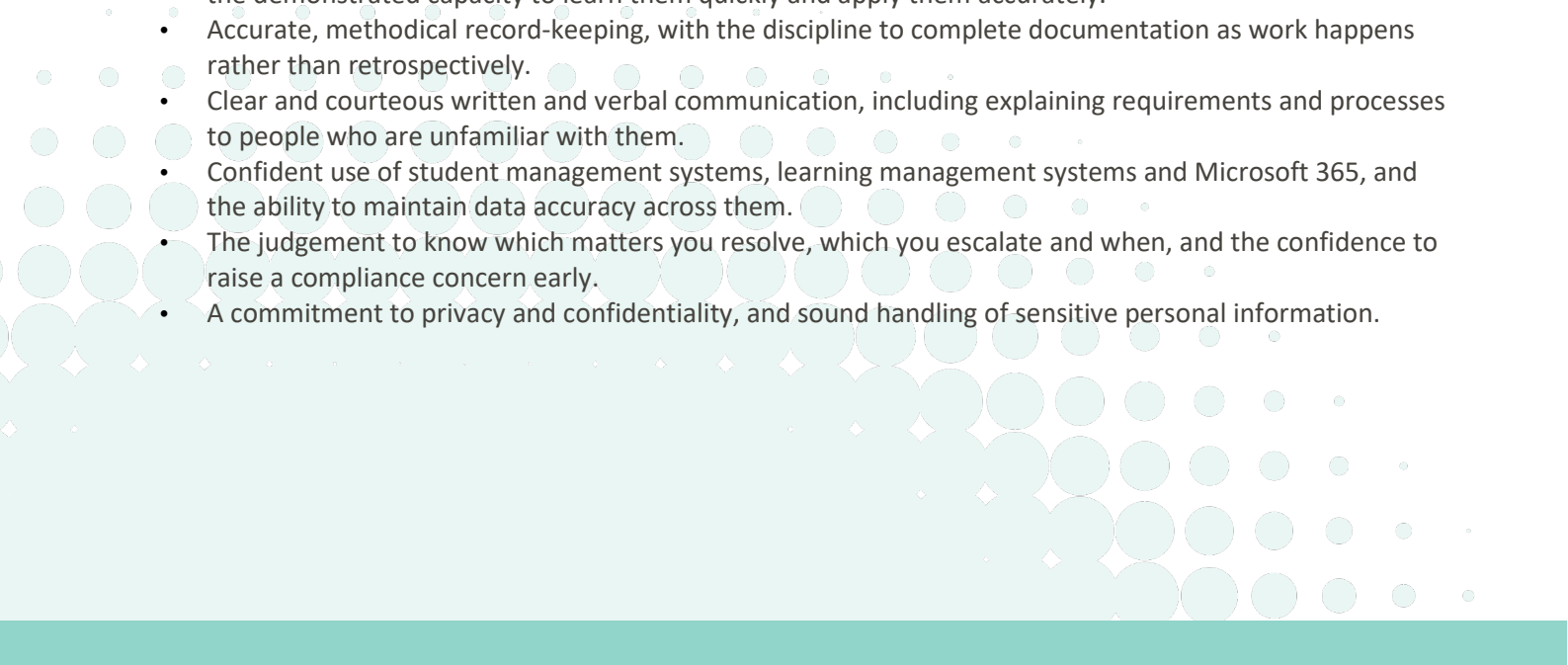
5. Data Integrity and Reporting Support

Reported data is accurate because the underlying records are accurate by maintaining data quality in the student management and learning systems and preparing the information others report. Responsibilities include:

- Maintaining accurate learner, enrolment and outcome data in the student management system and the learning platform, correcting errors at source.
- Preparing and reconciling data for government and funding body reporting, working with the Education Systems and Student Administration Officer, who administers the systems and makes the submissions.
- Producing routine reports on enrolments, progression, completions and compliance status for the Manager, Learning and Workforce Development.
- Documenting the processes you use, so that the work is transferable and does not depend on one person's memory.
- Suggesting improvements to systems and workflows where a manual process is producing avoidable errors.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience supporting students or learners in a vocational education, higher education or registered training environment, including handling enquiries, enrolments and progression.
 - Demonstrated experience maintaining compliance records or audit evidence in a regulated environment, whether education, health, community services or a comparable setting.
 - Working knowledge of the standards and obligations that apply to registered training organisations, or the demonstrated capacity to learn them quickly and apply them accurately.
 - Accurate, methodical record-keeping, with the discipline to complete documentation as work happens rather than retrospectively.
 - Clear and courteous written and verbal communication, including explaining requirements and processes to people who are unfamiliar with them.
 - Confident use of student management systems, learning management systems and Microsoft 365, and the ability to maintain data accuracy across them.
 - The judgement to know which matters you resolve, which you escalate and when, and the confidence to raise a compliance concern early.
 - A commitment to privacy and confidentiality, and sound handling of sensitive personal information.
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Highly Desirable

- Certificate IV in Training and Assessment, or a qualification in business administration, education support or a related field.
- Experience preparing for or participating in an external audit, registration application or re-registration process.
- Experience with validation of assessment, moderation or continuous improvement processes.
- Experience working in a not-for-profit, health or community services organisation.
- Familiarity with government reporting requirements for vocational education and training, including AVETMISS-based reporting.
- Experience supporting learners studying in emotionally demanding subject areas.

Personal Attributes

- Conscientious. You notice the detail others miss and you would rather check than assume.
- Calm and steady under deadlines, particularly when several obligations land in the same week.
- Warm with learners, including those who are anxious, struggling or studying alongside their own grief.
- Committed to learning, and willing to develop your expertise in a regulatory environment that keeps changing.
- Straightforward. You raise problems early and do not let a gap sit quietly.

WHAT WE OFFER

Salary and conditions: This role is covered by the Educational Services (Post Secondary Education Award and the classification level 8.

As a not-for-profit, Grief Australia offers salary packaging, which allows you to receive up to \$15,900 of your salary tax-free each year, plus an additional \$2,650 for meal and entertainment expenses.

Flexibility: We work from a mix of office and home office locations by agreement, and we are open to conversations about start and finish times, compressed weeks and part-time arrangements. You will receive four weeks of annual leave, personal leave and the leave entitlements set out in the applicable award or agreement.

Meaningful work: Every course we run and every learner we support exists so that someone who is grieving meets a person who knows what to do. This role keeps that machinery honest. The records you maintain are what allow us to say, credibly, that our training meets the standard we claim for it.

Culture and team: We are a small team and we work closely. You will sit alongside education, clinical practice and corporate services colleagues who will explain their part of the work when you ask. We would rather hear about a problem early than manage the consequences of one that stayed quiet.

Growth and development: You will have an annual professional development allowance, access to our own education programs, and the opportunity to grow your expertise in vocational education compliance as we re-establish our registration. If you want to build a career in education quality and compliance, this role gives you the ground to do it. Employee Assistance Program support is available to you and your immediate family. We encourage applications from people of all abilities and are committed to making reasonable adjustments to support you through the recruitment process and in the role.

GRIEF AUSTRALIA'S DIVERSITY STATEMENT

Grief Australia acknowledges the Traditional Custodians of the lands on which we live and work, and pays our respects to their Elders, past and present. We recognise that connection to land, culture and community profoundly shapes the experience of grief, and we are committed to improving access to quality grief and bereavement care for Aboriginal and Torres Strait Islander peoples, families and communities. This commitment is expressed through our Reconciliation Action Plan.

Grief is experienced by all people, regardless of ability, age, culture, gender, race or sexual identity. Different cultural identities shape how people process, express and seek support for their grief. Grief Australia welcomes and values that diversity. We are proud to support our LGBTIQ+ staff, clients and communities, and are committed to ensuring our services are welcoming, safe and respectful for everyone. We strive to build a workplace where differences are embraced and every person, whether a client, student, employee or visitor, feels they belong.

SPECIAL REQUIREMENTS AND CONDITIONS

This position description reflects the role as it currently exists. As Grief Australia's work evolves, so may the responsibilities, priorities and focus of this role.

This role requires a current driver's licence, access to a private vehicle and reliable internet access for remote work.

All applicants must hold a current Employee Working with Children Check (WWCC) and a satisfactory National Police Check. Grief Australia works alongside people who are grieving and vulnerable, and these checks are a condition of employment that reflects our responsibility to every client, student and community member we serve.

The role is primarily office or home-based and involves sustained desk-based computer and screen work, extended periods of detailed document and record checking, and regular use of student management and learning systems.

ACKNOWLEDGEMENT

As the incumbent of the position, I acknowledge the statement of duties, responsibilities and other requirements as detailed in this document. I acknowledge these are not intended to be an exhaustive list of the duties I may be required to perform, rather an indication of the kinds of duties that fall within the scope of the position. I acknowledge that the reporting structure may change over time, and it may affect this position.

Employee's signature: _____

Date: _____

