

POSITION DESCRIPTION

Portfolio: Education and Social Participation
Position Title: Compliance & Quality Improvement Officer (Education)
Unit: Education Performance Unit
Grade: 3.2
Reports to: Coordinator Performance and Compliance

AMES Australia

For over 70 years AMES Australia has supported new and recently arrived refugees and migrants to settle in their new life in Australia. AMES works with new arrivals and also with the community, business and government to develop sustainable and effective settlement solutions for the Australian community.

Vision of AMES Australia

‘Full participation for all in a cohesive and diverse society’

Primary Focus / Purpose of the Role

The primary purpose of this position is to:

- support AMES Australia compliance and quality with regulatory standards, contract requirements and curriculum, and to support the continuous improvement across all education delivery by assessing and reporting on AMES Australia's compliance with the requirements of Funding Body contracts and identify areas for improvement
- maintain and upgrade the Student Management System (STRATA); ensure accurate reporting and analysis of Education delivery against KPIs to assist the Management Team drive performance and continuous improvement
- work closely with relevant managers, support and delivery employees across AMES Australia and subcontractors to ensure continuous improvement by documenting, reviewing and updating relevant processes and procedures and support the implementation of changes across AMES Australia employees, as well as subcontractors.

Duties and Primary Responsibilities

Compliance and Quality

- Regularly review AMES Australia Education Contracts' documentation, map actual practice against requirements, liaise with managers and recommend actions to ensure compliance with the requirements of current Education Contracts.
- Work collaboratively with the Performance & Compliance Team to prepare applications to add new courses to the RTO Scope, and to set up any new courses in the Student Management System.
- Assist the Performance & Compliance team to identify business risks through analysis, desktop checks and site audits/reviews and to develop processes and tools to mitigate risk.
- Engage effectively with relevant Education employees and managers across AMES Australia and subcontractors to complete audit reviews by following up and reporting on relevant findings from internal / external Audits and coordinating the completion of Management Action Plans to ensure continuous improvement.
- In consultation with the Coordinator(s), identify and promote best practice approaches to administrative service delivery, update processes as required and coach / guide administration employees with the aim of continuously improving practices.
- Work collaboratively with relevant AMES employees and subcontractors to lead and/or support the planning, scheduling, information gathering, coordinating and conducting of internal and external audits / spot checks on Education Programs (including ASQA, Skills First, AMEP, SEE, and ACFE) as per Contract requirements.
- Establish, build and maintain productive and effective working relationships with key stakeholders across AMES Australia and subcontractors to facilitate compliance, performance monitoring and maintenance of the audit schedules.
- Liaise with the Quality Teaching and Learning (QTL) team to coordinate Validation / Moderation Activities including to organise the Validation Calendar and coordinate employees' involvement.
- Assist the QTL team in curriculum development and in the implementation of high quality and impactful Teaching and Learning and Professional Development initiatives to maximise effectiveness and professional capacity.
- Coordinate annual Government Funded Body requirements including auditing and reporting AMES Australia activities against ASQA Delegate Standards and ASQA Standards; and coordinating information gathering and checking to enable the Performance & Compliance Coordinator to prepare the ASQA Annual Declaration.

- Assist the Performance & Compliance team to coordinate implementation of compliance changes, such as Service Agreement and Government Reporting Policy changes, to facilitate these changes within the Student Management System (SMS), and brief / train various internal and external stakeholders as required.
- Support the Audit function by providing advice and technical input where required.
- Maintain relevant documents on KiT (intranet) and the QMS to ensure the currency and effectiveness of documentation.
- Develop user-friendly holistic documentation to support the introduction of new processes and/or strategic directions, ensuring that all affected documents are updated as required.
- In conjunction with the Coordinator(s) and Manager Education Performance, develop and implement effective compliance performance and audit management frameworks across multiple (Government) contracts.
- Liaise with Hub Management Team, QTL and other relevant stakeholders to develop Student Training Plans / templates for all Education Programs in the SMS as required.

System Monitoring

- Be first point of contact for Education employees and management with enquiries around the use of the Student Management System and any day-to-day issues.
- Lead maintenance and improvement of the Student Management System including to liaise with providers around updates, undertake user testing, deal with day-to-day issues, review, identify and implement opportunities for improvement, and explore innovative approaches.
- Regularly review and update processes and procedures related to Student Management System (especially in response to new releases/changes) and oversee employees are following relevant SMS processes correctly (including to enter accurate information).
- Provide advice and ongoing support / training to employees and managers on the use of the Student Management System and associated reporting tools as required to ensure their ongoing compliance.
- Identify, review and implement opportunities and requirements to upgrade the Student Management System by maintaining vigilance and taking action around changing Government requirements, system upgrades and new functionalities.
- Liaise with the relevant vendor and Education Management to ensure proposed changes to AMES specific compliance and/or performance requirements within the system are fully scoped and approved.
- Participate in the development of system changes (SMS, BI Reports and LMS/myAMES), including to review the changes and undertake comprehensive testing to ensure they meet AMES' requirements.
- Work with the Education Program Coordinators to maintain an understanding of how other Contract-specific Client Management Systems impact on the Student Management System to ensure that the integrity of data is protected and assured while exploring opportunities to interface the systems and/or streamline processes.
- Review and assign appropriate level of SMS access to end users as required.
- Respond to information request and queries from AMES Australia employees and stakeholders.
- Work as part of the Education Performance Unit to ensure full integration of functions and requirements.

Data Monitoring & Reporting

- Generate regular and ad-hoc client reports from the Student Management System (SMS) across all programs, and work collaboratively with the Coordinator(s) and Managers to analyse the reports to identify areas of concern and inform better management of operations.
- Assist the Manager/Coordinator(s) to contribute to the reporting function to funding bodies by researching and collecting information from many sources, making simple calculations and assisting with the final Report production.
- Liaise with relevant IT and Education employees and contribute to the development and implementation of SMS Business Intelligence (BI) reporting solution.
- Support the implementation of changes to data reporting requirements, ensuring changes do not impact data integrity and are implemented in accordance with required timelines with supporting processes and policies and communicated to relevant stakeholders.
- Work closely with the Performance Coordination team to ensure that data on the AMES Australia Student Management System is correct, compliant and up to date at all times.
- Actively operate in a manner that improves the customer experience.
- Ensure compliance with relevant legislation, regulations and contractual requirements and that all duties are undertaken within an effective risk management framework.

- Comply with relevant WH&S legislation, the AMES Australia WHS Policy and Procedures at all times.
- Comply with all relevant AMES Australia Policies and Procedures and proactively identify and recommend areas for improvement to the manager as appropriate.
- Perform other duties as required by the manager that are reasonably incidental to the performance of this role.

Key Contacts

Internal: Education Performance Team members; Employees and Managers of AMES Australia
External: AMES Australia Funding Bodies, Subcontractor, Partners and Consortium members

Qualifications and Experience

Mandatory: Diploma in Business or related field; and a minimum of 3 years' experience in a similar position OR Minimum of 5 years' experience in a similar position, including some experience in the Education sector
Desirable: Experience in Business analytics and client management systems
Experience in Education, in particular in VET and Foundation Studies

Knowledge and Skills

- Strong knowledge and understanding of Skills First, AMEP and SEE funding programs and compliance requirements
- Strong knowledge and understanding of requirements for Validation / Moderation Activities, and Government Funded Body requirements against ASQA Delegate Standards and ASQA Standards
- Good interpersonal and critical thinking skills, including the ability to resolve issues innovatively
- Strong stakeholder management skills, including the ability to liaise effectively with internal and external stakeholders to achieve a desired outcome
- Demonstrated written communication and report writing skills
- Demonstrated ability to generate qualitative and quantitative data for internal and external audiences
- Demonstrated ability to generate and review analytics to identify trends, emerging issues and forecast issues
- Strong Customer Service skills with the capability to deal effectively with internal stakeholders
- Understanding of compliance and quality principles
- Advanced computer skills including Word, Excel (intermediary or advanced level), PowerPoint, databases, web applications and the ability to learn and train others in the use of Information Systems
- Demonstrated positive values of integrity, reliability, teamwork and professionalism and demonstrated commitment to quality and continuous improvement principles

Other Relevant Information

- Staffing Responsibilities – Nil
- Budget Responsibilities – Nil
- The incumbent in this position must have fluent written English skills.
- Applicants for the position must have the right to work in Australia.
- Offers of employment will be subject to a satisfactory Police Check.

AMES Australia is an Equal Employment Opportunity Employer and abides by the Occupational Health and Safety Act. AMES Australia is committed to and believes in gender equality, and promotes a work environment where inclusion and diversity are valued and where people across all of AMES are involved, supported, respected and treated fairly.

For HR purposes only – ANZSCO Code: 224712

Electronically Signed by the Employee

Name: [*SignatureOBStarter]

Date: [*SignedDateOBStarter]