Position Description
Quality and Compliance Manager - Karingal Training

KARINGAL MISSION
Enriching peoples’ lives through support, advocacy, partnership and choice
Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION
Karingal’s Strategic Development Division provides services which support the strategic growth and development of the organisation including training, supported employment, public relations and communications and human resource management.

BRANCH DESCRIPTION
Karingal Training is a Registered Training Organisation (RTO) delivering training in community services, employment services and hospitality. Karingal Training offers accredited training, short course, and vocational education courses; developed specifically to meet the needs of clientele and industry.

Position Specifics
Position Objective:
Responsible for the management of Karingal Training’s Quality and Compliance team, the role reports to the Karingal Training Manager and is accountable for:
- Management of Karingal Training’s compliance framework to ensure adherence to ASQA, AQTF and VRQA requirements.
- Monitoring and reporting of Karingal Training’s financial performance including HESG Funding and other income stream projections.
- Developing and maintaining plans, schedules, quality control and version control of documents relating to RTO compliance in line with Karingal’s Quality Management System (KQMS).
- Providing support and guidance to the Karingal Training team and ensuring an active approach in minimising compliance risk.
- Coordinating internal and external audits, qualification updates, extensions of scope and funding applications.
- Maintaining and developing course material.

Primary Location: Geelong
Employment Status/Hours: Full Time
Travel: Limited between Karingal sites as required.
Probation: All positions are offered with 6 month probation period
Classification & Conditions: Common Law Contract
Remuneration: Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary Packaging provisions. Superannuation is paid at 9%

Organisational Relationships
Reports to: Karingal Training Manager
### Supervises:
- Compliance and Administration team
  - Compliance Officer
  - Administration / Customer Service Officer
  - Project Officer / Trainers
  - Short Course Administrator

### Internal Liaisons:
- Karingal Training Manager
- Karingal Training Site Managers
- Karingal Training Compliance Manager
- Karingal Training Team – Trainers and Admin
- Branch Managers of Karingal
- Karingal Quality Committee

### External Liaisons:
- Government and non-Government agencies
- Current and potential students
- Funding bodies
- Auditors
- Relevant industry professionals and networks

### Position Responsibilities & Duties

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<thead>
<tr>
<th>Team Management</th>
<th>Measurable Outcomes</th>
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<tbody>
<tr>
<td>Monitor staff to ensure performance objectives are met.</td>
<td>Closely monitor staff performance to ensure that performance outcomes are achieved</td>
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<tr>
<td>Ensure all staff are trained and adhere to Karingal Training Policies and Procedures.</td>
<td>Uphold Karingal Training’s reputation through the provision of high quality training</td>
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<tr>
<td>Oversee the recruitment, coordination, supervision performance management and professional development of staff and contractors.</td>
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<tr>
<td>Responsible for training and development of the Quality and Compliance Team.</td>
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<td>Responsible for management of employee performance and provision of feedback to Karingal Training Manager about staff performance.</td>
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<td>Provide directions, leadership and support in collaboration with Karingal Training Manager.</td>
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<td>Assist in workforce planning and recruitment active in accordance with Karingal Training and Karingal Policies and Procedures.</td>
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<tr>
<td>Team building and communication activities.</td>
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### Position Scope
The Karingal Training Quality & Compliance Manager is responsible for the management of the Quality and Compliance team and systems for Karingal Training’s accredited and non-accredited training programs. The role includes:

- Advising Karingal Training staff on compliance issues and assisting with program and resource development for training programs.
- Management of Karingal Training’s compliance framework to ensure adherence to ASQA, AQTF and VRQA requirements.
- Monitoring and reporting on Karingal Training’s financial performance including HESG Funding and other income stream projections.
- Developing and maintaining plans, schedules, quality control and version control of documents relating to RTO compliance in line with Karingal’s Quality Management System (KQMS).
- Providing support and guidance to the Karingal Training team and ensuring an active approach in minimising compliance risk.
- Coordinating internal and external audits, qualification updates, extensions of scope and funding applications.
- Maintaining and developing course material.

### Measurable Outcomes

Closely monitor staff performance to ensure that performance outcomes are achieved

Uphold Karingal Training’s reputation through the provision of high quality training
<table>
<thead>
<tr>
<th><strong>Position Specific</strong></th>
<th>Assisting Karingal Training staff to ensure that assessment and delivery materials used are compliant with ASQA requirements. This will include development of learning and assessment materials.</th>
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<tbody>
<tr>
<td>▪ Ensure participant files are compliant with ASQA requirements and funding contracts</td>
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<tr>
<td>▪ Ensure that delivery and assessment materials and strategies are compliant with ASQA requirements and funding contracts</td>
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<td>▪ Develop high quality, ASQA compliant delivery and assessment resources</td>
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<td>▪ Engage with other internal stakeholders to ensure compliance;</td>
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<tr>
<td>▪ Monitor the implementation of processes and standards to ensure compliance with ASQA Standards, HESG requirements and any other funding requirements</td>
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<td>▪ Monitor RTO compliance to meet changing business and industry demands as well as legislative requirements</td>
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<td>▪ Regular internal auditing to ensure compliance</td>
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<td>▪ Providing advice on policies and practices</td>
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<td>▪ Comply with all relevant Karingal policies and procedures, and legislative requirements.</td>
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<tr>
<th><strong>Documentation and Compliance</strong></th>
<th>Successful and timely completion of all documents/reporting to a high standard in terms of quality and compliance. Demonstrated compliance with internal and external contracts and requirements- including Karingal Policies, Procedures and Work Instructions as well all ASQA contract provisions.</th>
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<tr>
<td>▪ Support quality service delivery that optimises stakeholder satisfaction and which is compliant with ASQA Standards; HESG contract requirements and within Victorian and Commonwealth Legislation.</td>
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<td>▪ Maintain effective working relationships with other RTO’s, other professionals, businesses and community organisations.</td>
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<td>▪ Manage internal and external audits as required.</td>
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<th><strong>Business Development</strong></th>
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<td>▪ Respond to internal and external stakeholders training needs</td>
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<td>▪ Manage extensions to Scope of Registration</td>
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<th><strong>Continuous Improvement</strong></th>
<th>Evidence of the monitoring of training processes that ensures ASQA compliance and continuous improvement.</th>
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<td>▪ Continuous review and development of all courses.</td>
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<td>▪ Consult with industry and community groups to ensure the continuous relevance of teaching and learning programs.</td>
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<td>▪ Represent the organisation on relevant committees and networks.</td>
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<td>▪ Focus on developing and strengthening community partnerships and inclusive community options.</td>
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<td>▪ Participate in staff meetings, policy and organisational development activities.</td>
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<th><strong>Communications</strong></th>
<th>Successful and beneficial networking and relationship management with relevant stakeholders, personal/professional development and contribution to the team.</th>
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<td>▪ Establish and maintain effective relationships with a variety of internal and external stakeholders with aim of creating awareness and continuously improving program.</td>
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<td>▪ High level of demonstrated verbal, listening and written communication skills are required.</td>
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<tr>
<th><strong>General</strong></th>
<th>Follow Karingal staff code of conduct at all times</th>
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<td>▪ Display high level of personal integrity and professionalism when representing Karingal</td>
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<td>▪ Other duties as directed by manager or supervisor</td>
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### Inherent Requirements of Position

**Physical Requirements:** Sitting – Continuous  
Standing – Rarely  
Computer Based Task – Continuous  
Driving – Occasionally  
Bending and Lifting - Occasionally

**Role Challenges and Essential Requirements:** Successful completion of Police Check  
Victorian Drivers Licence  
Compliance with OHS regulations, legislation and Policies and Procedures  
Ability to work unsupervised in challenging environments.

### Key Selection Criteria & Skills/Attributes

**Essential:**
- Certificate IV in Training and Assessment or equivalent  
- Demonstrated knowledge and management of audit and compliance processes within the VET sector  
- Demonstrated experience in the design and development of delivery and assessment resources for accredited training  
- Thorough knowledge of ASQA Standards for Continuing Registration and VRQA - Guidelines for VET providers  
- A minimum of 3 years’ experience in the VET sector  
- High level interpersonal, consultative, written and oral communication skills and the ability to work effectively in a team and autonomously  
- Experience and proven ability to engage and build positive relationships with a range of stakeholders.  
- Proficiency in operating PC based software packages  
- Fulfills inherent requirements of position as described above, including: physical requirements, role challenges and essential requirements.  
- Strong administrative skills and understanding of financial budgets  
- Relevant industry experience in the training sector.  
- Thorough knowledge of Skills Victoria requirements

**Desirable:**
- A variety of tertiary qualifications would be highly regarded in this role, including:  
  - Adult Training and Assessment  
  - Quality Systems  
  - Management  
- Demonstrated experience in networking and negotiating with variety of training/funding bodies- including ability to foster partnerships and alliances

### Application Details

**Application instructions:** Applications should be made via our website including a cover letter, current resume and a statement addressing the Key Selection Criteria. Our postal address is provided below if internet access is unavailable.

**Postal address:** HR Officer  
PO Box 558  
Belmont  
VIC 3216

**Contact person:** Brett Cassar - Manager - Karingal Training - (03) 5249 6390

**Closing date:** Sunday 7th October, 2012. Late applications will not be accepted.

### Karingal Equal Opportunity Statement

Karingal recognises the contribution that a diverse workforce makes to continuous improvement and client services delivery and is an Equal Opportunity Employer.

Karingal values diversity and encourages applications from Aboriginal and Torres Straight Islanders. People with disabilities and from culturally and linguistically diverse backgrounds are also encouraged to apply. Karingal is committed to making reasonable adjustments where operationally viable.

Please visit our website for more information: [www.karingal.org.au](http://www.karingal.org.au)
Incumbent Declaration

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document.

Additionally I agree to notify the Karingal Management immediately of any change in my capacity to meet the requirements outlined in this PD such as any changes in:

- Drivers licence status (where applicable to role);
- Police Check status;
- Capacity to fulfil inherent requirements of the role.

Name:  
Signature:  
Date: