

POSITION DESCRIPTION



POSITION TITLE:	Higher Education Quality Assurance Advisor
DIVISION / DEPARTMENT:	Corporate / Quality Assurance and Risk
CLASSIFICATION LEVEL:	TAFE PACCT Level 8
MODE OF EMPLOYMENT:	Full-time
*LOCATION:	555 La Trobe Street, Melbourne
Date:	June 2024

*Note that the incumbent may be required to operate from any work sites of the Institute

GENERAL INFORMATION ABOUT THE INSTITUTE

William Angliss Institute is the Government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia's leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students *and government in Victoria, Australia and internationally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute's portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today's workplace.

GENERAL INFORMATION ABOUT THE DEPARTMENT

The Quality Assurance and Risk Department is responsible for the strategic leadership of quality assurance, regulatory compliance management, audit, risk and insurance across both general organisational and education specific requirements. The Quality Assurance and Risk Department plays a key role in establishing quality frameworks and risk management systems to assist in driving quality outcomes, compliance and continuous process improvement and in strengthening a risk aware and responsive quality assurance culture across the organisation.

PRIMARY PURPOSE & OBJECTIVES OF THE POSITION

The Higher Education Quality Assurance Advisor is accountable for assisting the Institute to achieve its objectives by providing advisory services, oversight and process improvement for education quality, quality assurance, control systems and related training to meet a range of educational regulatory frameworks and funding arrangements.

The primary objectives of this position include:

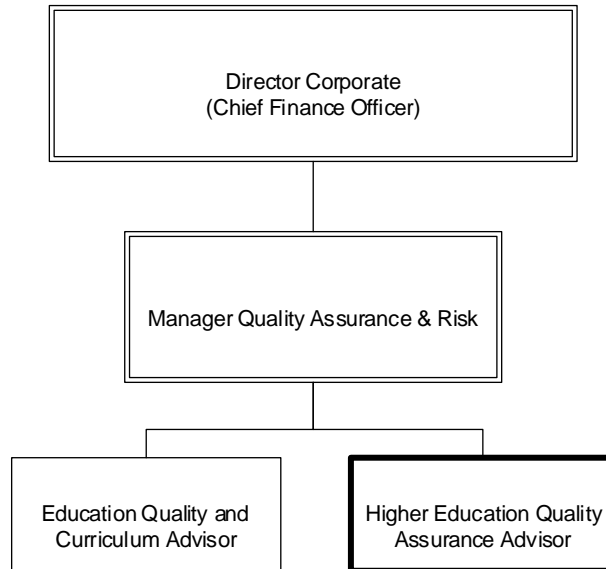
- Provide leadership in driving Higher Education quality and quality assurance outcomes and fostering a quality focused and risk aware culture across the organisation.
- Maintain and enhance the Institute's education quality assurance framework and systems, and reporting to ensure they are operating effectively to manage education quality objectives and adherence to the Threshold Standards.
- Plan and undertake quality assurance reviews of education and related activities against relevant regulatory frameworks and engage with stakeholders in the implementation of associated continuous improvement plans.

- Partner with management and other internal stakeholders to provide guidance and training to ensure educational quality assurance requirements are understood and effectively managed.

REPORTING RELATIONSHIPS

This position reports directly to the Manager Quality Assurance and Risk who reports to the Director Corporate (Chief Finance Officer).

There are no subordinates reporting to this position.



KEY DUTIES

- Oversee the adherence to regulatory standards as a higher education provider, ensuring compliance with the TEQSA Higher Education Standards Framework (HESF 2021).
- Plan and undertake quality assurance reviews of education and related activities against relevant regulatory frameworks, engaging with stakeholders in the implementation of continuous improvement plans.
- Monitor and address potential risks to maintain a robust compliance process.
- Provide leadership in driving higher education quality assurance outcomes, fostering a quality-focused and risk-aware culture across the organisation.
- Maintain and enhance the Institute's education quality assurance and compliance frameworks, systems, and reporting to ensure their effectiveness in managing education quality objectives and compliance requirements.
- Partner with management and other internal stakeholders to provide guidance and training to ensure educational compliance requirements are understood and effectively managed.
- Undertake quality assurance reviews of education programs and related activities measuring risk, quality and compliance against existing controls, quality assurance frameworks and legislative requirements/standards applicable to Higher Education.
- Prepare audit and other evidence based artifacts to demonstrate compliance with the HESF 2021.

- Prepare reports relevant to quality assurance and compliance performance as measured against a range of quality and risk indicators.
- Develop organisational/departmental continuous improvement and risk treatment plans.
- Prepare reports monitoring progress against continuous improvement initiatives and audit recommendations.
- Assist stakeholders in the co-ordination of external regulatory audits and associated requirements.
- Identify and implement improvements to education quality assurance frameworks and associated reporting.
- Provide advice, develop and deliver training programs for staff to ensure understanding of, the 'HESF 2021' and other education regulatory and procedural requirements.
- Lead continuous improvement initiatives related to education quality and compliance, ensuring the Institute remains at the forefront of best practices including managing the Institute's continuous improvement register.
- Engage with a range of stakeholders in managing the deployment and analysis of student surveys.
- Lead the development and implementation of projects aimed at improving education quality and compliance, providing strategic support and advice to departments.
- Foster collaboration across departments to ensure a cohesive approach to education quality assurance and compliance, leveraging diverse perspectives and expertise.

Other Responsibilities:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance objectives will be negotiated as part of the Institute's regular performance review process.
- The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Child Safe Policy and Procedures, Diversity, Access and Equity Policy and all other relevant legislation, policy, procedures or practices.
- Be familiar and ensure compliance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Threshold Standards ensuring all staff are aware of their responsibilities. Ensure that internal and external audit recommendations are actioned and implemented on a timely basis and reported accordingly.

This role aligns with the PACCT 8 level descriptors in defining the scope and complexity and should be viewed in conjunction with the following areas:

EDUCATION, TRAINING AND EXPERIENCE

Education, Training and Experience means the type and duration of training which the duties of the classification level typically require for effective performance. Training is the knowledge through formal education, on the job instruction or exposure to procedures.

TASK LEVEL

Task Level means the type, complexity and responsibility of the tasks typically performed by staff within each proposed classification level.

JUDGEMENT AND PROBLEM SOLVING

Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed, and Problem Solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available.

SUPERVISION AND INDEPENDENCE

Supervision and Independence means both the way in which positions are supervised, managed or held accountable, and the degree of independence which applies in supervising or managing other staff or contractors. Independence is also the extent to which a staff member can work independently without supervision or direction.

ORGANISATIONAL RELATIONSHIP AND IMPACT

Organisational Relationship and Impact means the level of knowledge and awareness of the organisation, its structure and functions that would be expected in the performance of the duties of the position, and the purposes to which that organisational knowledge and awareness may be put.

INTERPERSONAL SKILLS

Interpersonal Skills means the level of communication skills both verbal and written and the scope of the circumstances where the staff member is expected to use these skills.

KEY SELECTION CRITERIA

- Relevant qualifications at degree/postgraduate level
- Experience with course accreditation, re-accreditation and self-accrediting authority
- Strong experience in development and delivery of quality assurance and continuous improvement frameworks and systems within a Higher Education environment
- Strong understanding of the Higher Education (HE) sectors regulatory and compliance environment and ability to interpret and apply legislation and regulations
- Highly developed written communication skills, with a demonstrated ability to tailor approach for audience, intended purpose and impact
- Well-developed communication and stakeholder engagement skills that foster a positive and collegiate approach with other areas of the organisation.
- Effective negotiation and influencing skills to drive required outcomes pertaining to quality assurance and risk related activities
- A strong track record of driving process improvement and quality/compliance performance
- Demonstrated behaviours that align with the William Angliss Institute Values

SPECIAL CONDITIONS

- Provision and or willingness to obtain an *Employee Working with Children Check* prior to commencement. The incumbent will be required to renew prior to expiry date of current check whilst employed by the Institute.
- Provision and or willingness to obtain a Police Check prior to commencement and renewal every five years thereafter.

WILLIAM ANGLISS INSTITUTE STRATEGY 2024 - 2028

Our Vision:

To be Australia's recognised first choice educational provider of foods, tourism, hospitality and events skills and knowledge.

Our Mission:

To deliver the highest quality specialist skills and education to inspire and empower a diverse community of learners.

Our Business Strategy:

Our Vision and Mission drive the business strategy of the Institute. As a specialist provider unique in Australia's post-secondary education landscape differentiation is central to William Angliss Institute's business strategy.

Differentiation Includes:

- being recognised for the quality of the student experience
- being recognised for the capability of our graduates
- actively applying innovation within our programs
- being recognised for facilitating lifelong learning
- further development of transnational educational delivery through an off-shore network
- a commitment to applied research

Differentiation will support:

- growing in a manageable and profitable manner
- practising sustainable development
- celebrating our expertise
- continuing to build successfully on our heritage, our industry, our people, our community and our alumni

William Angliss Institute acknowledges the traditional owners of the land on which our campus facilities are based and through our actions seek to share and build knowledge across our staff and students with respect to First Nations culture.

Focus Areas:

William Angliss Institute's Strategic Plan 2024- 2028 has five focus areas. They are:

1. Enhancing the Student Experience
2. Fostering Education Excellence
3. Optimising International Opportunities
4. Engaging with Industry, Community and Alumni
5. Being Sustainable

Institute Values

Personal Responsibility:	accountable, responsive, with integrity, respect and impartiality and acknowledging human rights
Inspiration:	passionate, stimulating and optimistic
Empowerment:	nurturing, encouragement and challenging
Community:	sharing, partnership and connections
Expertise	Leadership, innovation and industry practice