

## Position Description

### RTO and Compliance Manager

<b>Position Title</b>	<b>RTO and Compliance Manager</b>
<b>Level</b>	Level 6.3 (SCHADS)
<b>Employment Benefits</b>	17.5% Leave loading, mandated superannuation, plus salary sacrificing available
<b>Hours of Work</b>	38 hours per week – F/ T
<b>Location</b>	Level 12/ 127 Creek Street Brisbane Queensland 4000
<b>Reports To</b>	Senior Manager Operations
<b>Last Review of Position</b>	10/02/2022

### About Volunteering Queensland

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Volunteering Queensland is the state’s peak body for advancing and promoting volunteering. Established 38 years’ ago, we are a not-for-profit with over 300 member organisations and a wider network of thousands more, we represent over 600,000 volunteers who support and enhance the lives of all Queenslanders. Our broad scope of work sees us collaborating with governments, state and interstate networks, community organisations and businesses that involve volunteers and have an interest in volunteering, and individuals who give or want to give back through volunteering. We do this through training, advocacy, resource sharing, research, advice, consultancies, recognition events, and capacity-building projects.

Volunteering Queensland is a Registered Training Organisation (RTO) offering a small suite of four accredited training qualifications (Certificates I, II, III and IV) focussed on excellence in volunteer management and activity.

### About the Position

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The RTO and Compliance Manager is a key member of Volunteering Queensland responsible for overseeing the organisation’s RTO and ensuring it has a strong focus on quality learning outcomes and targeted growth in line with Volunteering Queensland’s strategic objectives.

The role involves day to day management and specialist compliance requirements of our RTO as per industry and organisational requirements, and the management and leadership of the RTO Team. The RTO Team includes both Volunteering Queensland staff and external contractors to guarantee compliance, delivery of high-quality accredited training courses, and promotion and growth of our RTO program.

This role is critical to the continued growth, development, and sustainability of Volunteering Queensland and more broadly supports our state’s volunteering sector’s development and growth in volunteer participation rates. The RTO and Compliance Manager will work collaboratively with other Volunteering Queensland team members and key stakeholders relevant to the maintenance and development of our RTO services.

## Position Responsibilities

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Manage, lead and assist the Training Team with all necessary support required for the successful implementation and management of Volunteering Queensland's RTO activities, which comprise Certificate I, II, III in Active Volunteering (delivered in and by schools and external organisations) and Certificate IV in Coordination of Volunteer Programs (delivered by Volunteering Queensland). This includes but is not limited to:

- Leadership, management and support of the RTO Team - implementing current and new policies and procedures as needed, planning validation meetings and industry consultation, and considering stakeholder feedback
- Ensure overall compliance of the RTO with the VET Quality Framework, regulators and funding bodies - including quality assurance, accreditation, legislation, and other industry requirements
- Manage risk through coordination of internal and third-party agreement audits to ensure services are delivered in accordance with ASQA requirements and Skills Assure Supplier obligations
- Compliance preparation for re-registration ASQA audit in 2023
- Oversee third party agreements including audits with external partners
- Manage the RTO's scope of registration, reviewing courseware and assessments and ensuring courseware meets training package requirements
- Management and facilitation of Certificate IV in Coordination of Volunteer Programs, including:
  - Intake conversations
  - Organisation of workshops
  - Engagement and management of trainers and assessors, including ensuring assessors are on track with student submitted assessments
  - Potentially training and marking of student assessments
  - RPL with external assessors
  - Follow up of outstanding students
  - Manage supplier and subsidy contracts
  - Promote Certificate IV face to face and RPL
  - Provide Training Administrative Assistant all information necessary to result students
  - All activities as required for the efficient and effective delivery
- Have high level competency in the use of SMS and LMS of database aXcelerate
- Management of funding and AVETMISS reporting requirements
- Monitoring RTO performance against targets
- Develop and maintain effective working relationships with Volunteering Queensland staff and volunteers, stakeholders and students as required
- Project manage online deliverables for new LMS system, including management of an online developer
- Support the Training Partnerships Manager responsible for the delivery of Certificate I, II, III in Active Volunteering, during peak periods with RPL for School trainers to ensure schools are ready to deliver within required timeframes

## Qualifications, Skills and Experience

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### ***Essential***

- A Certificate IV in Training and Assessment (TAE40116 or higher, or TAE40110 including TAEASS502 and TAELLN411)
- At least four years' successful experience in an RTO management and compliance role
- Comprehensive knowledge and understanding of ASQA and Skills Assure Supplier obligations
- Experience using a Student Management System and LMS, such as aXcelerate
- Ability to multi-task, prioritise competing demands, attend to detail, and meet deadlines in a busy environment

- Highly developed written and oral communication, computer proficiency, and interpersonal and relationship building skills
- Problem solving and analytic skills
- Flexibility
- Ability to operate in a team and contribute positively to team operations and working relationships
- Effective time management skills and ability to prioritise tasks and meet expected deadlines

### ***Desirable***

- Experience with SMS and LMS within aXcelerate
- Knowledge of Volunteering Queensland functions

### **Personal Attributes**

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All Volunteering Queensland staff and volunteers are at all times expected to lead by example and demonstrate Volunteering Queensland's values, which are that we:

- Operate with integrity and commit to being inclusive, collaborative, innovative and compassionate
- Believe in the power of volunteering

Other personal attributes required to do this job effectively:

- Strong work ethic and a desire to successfully get the job done
- Ability to work independently and be a pro-active self-starter
- Willingness to work collaboratively, as part of a team and to share information and expertise
- Professional, effective, and efficient approach
- Well-developed interpersonal and verbal and written communication skills
- Systematic, organised approach and attention to detail
- Strong problem-solving and creative thinking abilities
- Proven ability to develop strong sustainable relationships with internal and external stakeholders
- Commitment to a high level of customer service

### **Key Relationships**

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- All internal teams, staff and volunteers
- Commonwealth, state and local government agencies
- Current and potential Volunteering Queensland members
- Volunteer-involving organisations
- Current and potential corporate volunteering partners
- Other relevant Volunteering Queensland partners

### **Please Note**

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- All contracts with Volunteering Queensland are reviewed regularly and are renewed subject to funding and performance
- Where applicable, Volunteering Queensland staff are required to have a Working with Children (Blue Card) Check. The cost of the Blue Card check will be met by Volunteering Queensland.
- It is a condition of employment that you agree to participate in a required background check. The cost of any required checks will be paid for by Volunteering Queensland. These include:
  - Right to Work in Australia
  - Qualification or Professional Membership verification checks
  - Criminal History check