

Position Title: Quality and Compliance Manager	Business Unit: Student Operations
Reports To: Chief Student Officer	Direct Reports: No
Employment Type: Full Time	Classification: Level 8 – Education Services (Post Secondary Education) Award 2020
Budget: N/A	Location: Wellington Street Campus

Purpose of the Role

The Quality and Compliance Manager will play a pivotal role in ensuring Collarts meets its legislative and regulatory compliance obligations, as well as fostering a culture of continuous improvement. This position is responsible for the development of a comprehensive quality self-assurance framework, ensuring that all organisational processes, policies, and practices comply with regulatory requirements for both higher education and vocational education sectors, and ensuring alignment with relevant Australian standards and frameworks, while promoting excellence in educational delivery.

More than a compliance role, this role will bring quality to life, inspiring staff to understand good practice in their areas, to keep abreast of the dynamic and fast-moving regulatory environment and to strive for a student-centred cycle of continuous improvement that directly and positively impacts student outcomes. Using more carrot than stick, the Quality and Compliance Manager will make complex regulations understandable and relevant, will provide clear guidance to staff at every level and will advise the Executive on opportunities to monitor and improve the quality of every aspect of College life.

Key responsibilities include:

- Developing, implementing, and maintaining a comprehensive quality assurance and governance framework.
- Ensuring Collarts’ standing as a self-accredited HE provider is protected and maintained.
- Contributing to Collarts self-assurance with effective self-assessment, designing internal systems to assure high standards and pursuing benchmarking opportunities across a range of academic and operational areas.
- Ensuring compliance with relevant legislation, regulation and standards covering HE and VET, for both domestic and international students.
- Monitoring regulatory changes and ensuring timely updates are communicated to teams, and applied to policies and procedures.
- Providing organisational oversight of corporate and academic governance.
- Managing the policy framework to ensure currency, compliance, good practice and access.
- Overseeing implementation of the College’s Risk Management Framework, ensuring risks are visible, mitigated and monitored.
- Overseeing provider level registration and provider category changes.
- Managing key relationships with regulatory bodies including TEQSA, ASQA, the Commonwealth Department of Education and the NSO.
- Providing rigorous and comprehensive internal training to relevant staff, ensuring the right people have the right information at the right time to assure VET, HE and international compliance and drive improvements.

This position is based at the Wellington Street campus however may be required to be visible at the other campuses on a regular basis. There may be occasional times when working outside of normal hours is necessary to attend board meetings, meet project deadlines or support operational needs.

Strategic Goals the role contributes to the success of achieving

Strategic Goals this role is directly responsible for:

We will be externally endorsed as a high-quality provider with self-accrediting authority and then University College status.

Strategic Goals this role will have critical input, in partnership with Collarts Executive:

We will partner with the National Institute of Circus Arts, accrediting their VET and HE courses that deliver outstanding, global careers for the world's best circus artists.

We will look for opportunities to enter new interstate markets where barriers to entry are low. We will explore options for secondary site locations in Australia's major cities, for a select group of low-infrastructure Collarts courses.

We will give Collarts students access to new curriculum opportunities, including electives, shared units, double degrees, UG certificates, VET qualifications and professional accreditations that boost their artistry, entrepreneurship and employability and fill our classrooms.

We will be relentless in our pursuit of seamless, efficient ways of working, leaving creativity for the classroom.

Key Outcomes

The Quality and Compliance Manager will drive key outcomes for Collarts:

- Quality assurance systems provide effective internal self-assessment and robust external benchmarking.
- Regulatory and compliance standards are met or exceeded, and changes are incorporated on time.
- Organisational risks are identified, understood, mitigated and monitored.
- Academic governance provides high-quality oversight and decision-making on all academic matters.
- Corporate governance provides high-quality oversight and decision-making on all matters.
- Self-accrediting systems and processes are implemented and maintained.
- Provider re-registration is successful (VET and HE) with maximum terms and no conditions or adverse findings.
- Collarts is prepared for application to University College provider category.

Key Accountabilities

The following accountabilities are not exhaustive, and others may be included as directed and in alignment with the role classification level.

Compliance

- Strategically manage and oversee compliance in accordance with TEQSA (Tertiary Education Quality and Standards Agency) and ASQA (Australian Skills Quality Authority), and related legislation and standards including:
 - Higher Education Standards Framework (Threshold Standards), TEQSA Act, Higher Education Support Act, ESOS Act, National Code of Practice for Providers of Education and Training to Overseas Students (National Code), Standards for Registered Training Organisations; *National Higher Education Code to Prevent and Respond to Gender-based Violence (National Code)*.
- Ensure the standards articulated in the Higher Education Threshold Standards, National Code and Standards for Registered Training Organisations are met or exceeded.
- Support college staff regarding quality self-assurance and compliance matters.

- In consultation with internal departments, submit enquiries and applications to regulatory bodies.

Governance

- Support the Company Secretary in the monitoring of Corporate and Academic board membership.
- Facilitate board member inductions, development and reviews as required by the Company Secretary.
- Provide secretariat duties for Corporate and Academic Boards.
- Oversee board sub-committee management.

Policy Management

- Oversee the suite of student and academic policies for domestic and international including the management of the policy register.
- Ensure compliance with relevant state and federal legislation.
- Manage the policy review schedule to ensure policies are kept up to date.

Risk Management

- Provide oversight of the risk management framework.
- Manage the Risk Committee meeting process including agendas, supporting documentation, meeting minutes.
- Maintain the Collarts Risk Register.
- Provide training to staff on risk management and risk identification.

Quality Assurance

- Oversee the organisations self-assurance cycles and processes, including external and internal quality audits, self-assessments and benchmarking.
- Manage provider registration renewals and maintain evidence registers to support renewals.

Leadership Support

- Actively participate in and contribute to the Collarts Leadership team.
- Provide regular updates, reports and advice to the group on governance and compliance matters.

International

- Work with the International Recruitment representatives to:
 - Provide oversight of international student compliance across policies, processes, communications, and support.
 - Monitor staff training regarding the ESOS Act and the National Code.
 - Ensure regular reviews of documentation, policies and processes are conducted.
 - Provide oversight in the identification and management of risks associated with international students studying on-campus, online and overseas.
- Along with the Chief Student Officer, provide quality assurance oversight across recruitment, admissions, enrolments and tuition fee processes, including the use of Education Agents.

- Monitor Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) compliance and registration, including supporting re-registration activities.

Selection competencies

Essential competencies

- Tertiary qualification in education, compliance, quality assurance or a related field.
- At least 4 year’s experience in a higher education regulatory compliance and/or quality assurance role.
- Contemporary knowledge of Higher Education student and academic administration and the legislation and regulation that governs it.
- Strong interpersonal and leadership skills with a track record of developing positive working relationships with colleagues, employees and external organisations to achieve organisational goals and priorities.
- Excellent communication and negotiation skills, with experience in the preparation and presentation of proposals, reports, policy advice and discussion papers at executive level.
- Demonstrated experience in and understanding of the Australian tertiary education sector and associated regulations, legislation and registration processes including TEQSA, ASQA, CRICOS and the Department of Education.
- Demonstrated commitment to client service and response, and continuous improvement in client-oriented administration and management.
- Demonstrated capacity to use data and analytics to create actionable insights in support of the execution of strategy.
- Ability to successfully obtain and maintain a Working with Children Check.

Desirable competencies

- Direct experience in managing HE provider re-registration and/or changes to HE provider categories.

Our Collarts Values

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values. As a member of the leadership team, this role leads by example in embodying our core values of:

CURIOSITY Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

KINDNESS Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

CONNECTION Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

COURAGE Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

MASTERY Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.