

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Compliance Officer
Classification	Common Law Contract
Department/Division	Education and Training
Reports to	State Training Manager VIC/NSW

OUR VISION
<p>Our Vision:</p> <p>To improve the lives of those in need.</p> <p>Our Purpose:</p> <p>To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune, or helplessness) for those we help.</p> <p style="text-align: center;">Helping People Addressing Needs Improving Lives</p>

ORGANISATIONAL INFORMATION
<p>MADEC Australia is a successful not for profit and charitable organisation, with a proud 50+ year history of providing relief to people experiencing poverty and/or distress.</p> <p>We do this through our business areas:</p> <ul style="list-style-type: none"> ▪ Employment Services ▪ Education and Training ▪ Labour Hire (Onshore and PALMS) ▪ Indigenous Programs <p>We recognise the importance of self-worth and self-fulfilment, and we recognise that those who are or may be, disadvantaged, need and deserve our help.</p> <p>Employment Services</p> <p>Working in accordance with the guidelines set down by the Government, this division is focused on improving the lives of people on income support experiencing disadvantage by connecting them with the assistance they need to journey into meaningful and sustainable employment. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, referral to support services, sourcing work opportunities via labour hire, harvest, or, by partnering with business and industry stakeholders to secure sustainable work options for them.</p> <p>Education and Training</p> <p>MADEC is a Nationally Registered Training Organisation (RTO) delivering vocational and non-vocational courses in Victoria. We hold agreements to deliver subsidised training and provide a wide range of skills training across a range of industry areas, improving the lives of people by creating employment opportunities through education and training.</p>

Labour Hire (PALMS)

MADEC is an approved employer under the Seasonal Worker Programme (SWP) and Pacific Australia Labour Mobility (PALM) Scheme, initiatives of the Australian Government. These programmes provide relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste, by providing employment opportunities with Australian employers in selected industries/sectors. These programmes also have the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

Labour Hire (Onshore)

MADEC also provides traditional onshore labour-hire solutions utilising workers who have a right to work in Australia and operating predominantly support agriculture, horticulture, viticulture and agriculture-related food product manufacturing activities (including packing, warehousing, and manufacturing). In addition, we regularly support meat works, aquaculture and fishing, retail, hospitality, cleaning, aged care, and local government.

Indigenous Programs

MADEC holds agreements with the Australian government to deliver services that improve the lives of Indigenous People by:

- Creating linkages with support organisations to address barriers to improving the lives of Indigenous people.
- Providing scholarships and other support to secondary school students experiencing disadvantage.

PRIMARY PURPOSE OF ROLE

To provide technical expertise and advise in relation to ASQA audit requirements provide direct operational support with the management of training activity, funding contract's, compliance requirements and relationship management ensuring MADEC's adherence to National Vocational Education and Training Regulation Act, ASQA Standards, AVETMISS Requirements and Guidelines, The Australian Qualification Framework, The Australian Core Skills Framework and State funding requirements. Provide support and guidance to the training team and ensuring an active approach in minimising compliance risk

Note: This position may require weekend and after-hours work and contact may also be required in peak audit periods.

Direct Reports to this Role

Total Number of Reports

Nil

Nil

Key Relationships

Internal

State Training Manager
Trainer and Assessors
Administration staff
All MADEC staff

External

ASQA
Department of Jobs, Skills, Industry and Regions
Other relevant external organisations and/or government departments

KEY RESPONSIBILITIES / DUTIES
Leadership and Supervision
Assist in ensuring all MADEC Education and Training staff have a thorough working understanding of VET delivery standards. Identify training and development needs, co-ordinate and/or deliver this training to staff as required.
Provide advice and implement compliance of RTO Standards
Provides advice to Training staff on packaging rules, teach out/transitions etc
Provide advice and implement change to policy, process, documentation and resources to meet compliance standards
Lead continuous improvement within the organisation to support efficient and effective business processes via the platform DoneSafe
Compliance
Ensure implantation of organisation compliance standards and records meet all requirements
Support the Training Manager to implement compliance requirements across the RTO
Ensure Senior Management is kept fully informed of compliance concerns, business risk and policies and procedures
Maintain scope of registration, by coordinating new application process, notifying staff of changes, and ensures accuracy and currency of course and staff information
Oversee that course content in VETtrak is accurately maintained and archived
Maintain Trainer & Assessor compliance records
Oversee the validation of currency of the curriculum by referring to training.gov.au
Contribute to the development and implementation of training resources, training compliance documentation, work instructions, procedures and policy relating to training
Respond to all funding/monitoring body requests within the allotted time frame
Ensure training activity complies with organisational policy and procedure and NVR standards
Completing internal and external audits, contractual surveys, qualifications updates, extensions of scope and funding applications are met within set timeframes
Oversee internal auditory processes including; completion, monitoring of correction actions, reporting of non conformances and rectification of issues
Assist in the preparation, actively participate and lead external audits where required
Administration
Implement and monitor systems and processes that ensure students are supported through training programs in an efficient and effective manner
Provide assistance when required in developing training schedules
Assist in the preparation of tenders and submissions in conjunction with Senior Management
Contribute to the development and implementation of training resources, training compliance documentation, work instructions, procedures and policy relating to training
Identify opportunities for process improvement and implement in conjunction with the relevant personnel
Maintain a strong understanding of compliance obligations ensure compliance across the Education and Training team
Ensure that staff are aware of the processes for developing new procedures and that the documents and forms are complaint with internal style guides

In conjunction with Training Manager ensure that staff are aware of and are adhering to legislative and contractual compliance requirements;

Relationship Building		
Nurture effective industry relationships/partnerships whereby MADEC can identify skill gaps and provide mutually beneficial, innovative solutions		
Attend meetings, discussions and conferences to promote MADEC Training and its services, and to keep abreast of changes to industry needs and trends		
Additional responsibilities		
This role may require outside business hours contact to support business requirements. This may include, but is not limited to; travel, business meetings, peak periods; compliance and contractual obligations (e.g. audits, reporting) etc.		
Corporate Responsibilities		
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.		
Participate fully in staff appraisal and professional development review processes.		
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.		
Adhere to MADEC's policies and procedures and "Code of Conduct" for employees.		
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.		
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.		
Qualifications and Experience:		
	Essential	Desirable
Qualifications	National Police Check Working with Children Check (or state/territory equivalent).	Certificate IV in Training & Assessment
Experience:	Experience with student management systems e.g. VETtrak Demonstrated industry experience in a registered training organisation Experience in delivery and/or administration and/or compliance of nationally accredited training in a competency based system Experience in implementation of RTO standards Advanced computer knowledge and skills Demonstrated experience in achieving set outcomes	
Skills:	<ul style="list-style-type: none"> • Advanced knowledge of compliance requirement for an RTO • Working knowledge and understanding of the VET system and major funding bodies • Experience in managing multiple priorities and produce high quality work within timeframes. • Demonstrated customer service and capacity to build relationships in the workplace. • Good working knowledge of the Microsoft Office suite of programs. • Designing complex documents, databases and spreadsheets. • Ability to proofread and edit documents. 	

	<ul style="list-style-type: none"> • Organising work schedules and meetings. • Being resilient, able to work under pressure and possessing the ability to think through situations and present solutions instead of problems. • Dedicated to task completion and the application of professional support skills, well organised, self-motivated and able to use their own initiative. • Ability to coordinate daily tasks around unplanned activities that become priority. • Performance to the highest level of confidentiality and corporate ethos is a requirement. • Well-developed interpersonal, oral and written communication skills, sound knowledge of spelling and grammar, ability to comprehend and deal appropriately with confidential information.
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Competencies

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise the need for change and understand and support changes as we strive for business excellence.</p>
Accountability	<p>Accept responsibility for own actions and decisions and demonstrate commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire others through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building a group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

Partnering and Networking	<p>Build and maintain strong partnerships internally and externally that are mutually beneficial.</p>
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	Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.
Resilience	Deal effectively with pressure and stress. Maintain focus and intensity and remains optimistic and persistent, even under adversity.
Delivering results	Understand the business and execute business plans to maximise performance. Plan effectively to deliver results and take accountability for delivery on expectations.

At MADEC We Value

At MADEC, our culture is one that welcomes all and embraces diversity and is consistent with our Vision, Purpose and Values Framework.

- Empathy** *We are understanding and compassionate.*
- Genuine** *We are true to ourselves and others*
- Ethical** *We do what is right, just, and fair.*
- Passionate** *We are committed to making a difference.*
- Responsible** *We own our actions.*

Acknowledgement of Position Description:

Name:		Signature:		Date:	<div style="background-color: #cccccc; width: 20px; height: 15px; display: inline-block; margin-right: 5px;"></div> / <div style="background-color: #cccccc; width: 20px; height: 15px; display: inline-block; margin-right: 5px;"></div> / <div style="background-color: #cccccc; width: 20px; height: 15px; display: inline-block;"></div>
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