

Position Title: Compliance Business Partner – Education and Learning

Award: Non-Award

Portfolio: Risk and Compliance

Reports to: Head of Risk and Compliance

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: Chief Risk and Information Officer

Employee Signature: _____ **Date:** _____

Job Focus

Work in partnership with operations to implement and establish SYC's risk and compliance framework.

Promote a positive and proactive compliance culture.

KRA 1 – Operations

KRA 1.1 – Compliance

- Ensure the development, implementation and adoption of the Risk and Compliance Framework supporting contract compliance, compliance with the VET Quality Framework, policy and procedure compliance, and the timely provision of advice and support to Operations.
- Support the management of controlled documentation in accordance with SYC's Document Management System.
- Monitor the regulatory environment for changes affecting Operations and manage the effective implementation of these changes.
- Work collaboratively with the operational leadership team to maintain SYC's scope of registration, including additions to scope.
- Manage the ongoing update and maintenance of the Contract Management Database, ensuring contract and service agreements are filed and milestones and reporting requirements completed within stipulated timeframes.
- Provide assurance to the Head of Risk and Compliance and broader Senior Management team, via various reporting methods, that the compliance framework and lines of defence are working effectively.
- Provide ongoing advice, training, and support to Operational Managers to maintain compliance with SYC quality systems, by upgrading policies and procedures as required, allocating resources, and ensuring that continual improvement initiatives are implemented.
- Support Operational Managers to maintain risk registers by identifying new risks and reporting against the effectiveness of controls.
- Maintain and further develop professional knowledge in relevant areas including, but not limited to ASQA standards, the VET Quality Framework and industry standards and trends.

- Support and deliver training to assist employees in understanding their regulatory responsibilities whilst contributing to their professional development as required.
- Contribute to SYC's reform of business processes across the organisation to support continuous improvement, best practice, and the development of SYC's Integrated Management System.
- Project Manage and/or participate in other key projects as directed.

KRA 1.2 – Assurance Reviews

- Identify compliance requirements and develop an Assurance Schedule to effectively monitor and assess compliance with these requirements.
- Coordinate Assurance Reviews in accordance with the Assurance Schedule identifying the scope, key stakeholders, resources, data to be considered and report against the findings.
- Drive and monitor:
 - Compliance of student files in accordance with the VET Quality Framework and other government contract requirements.
 - Employee competence in accordance with requirements outlined in the VET Quality Framework and other government contract requirements.
 - Development of Training and Assessment Strategies.
 - Transitions to new and updated qualifications.
 - Validation schedule: developing the schedule, supporting employees to actively engage in validation and managing continuous improvement initiatives identified through validation activities.
- Conduct deep dive reviews and assurance activities identifying opportunities for improvement, emerging risks, and support operations to implement improvement initiatives.
- Support all internal and external audits and assist operations to address and close any findings identified via audit or assurance reviews.

KRA 1.3 - Reporting

- Monitor and prepare reports for various internal and external audiences as required in a professional and timely manner, including but not limited to:
 - AVETMISS data
 - Quality Indicator Data
 - ASQA Annual Declaration on Compliance
 - Monthly compliance reports
 - Non-compliance reports
 - State and Federal government requirements and contractual obligations; and
 - Feedback and complaints.

KRA 1.4 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Leadership

- Lead and proactively supervise team members.
- Coordinate effective induction and training activities, support and mentoring for new and existing employees.
- Coordinate, recruit and/or assist the manager with employee recruitment processes as required in line with current SYC Policy and Procedure.

- Support team members to develop their skills, knowledge, and to manage workloads.
- Empower employees to make efficient and effective decisions in a timely manner.
- Monitor employee leave and action leave requests.
- Identify, report, and manage employees or employee performance issues as they arise, seeking management support and assistance as required.
- Prepare for, lead, and actively participate in team meetings and undertake EDP in accordance with SYC procedures.
- Support individuals and the team in a positive and respectful manner, promoting and influencing teamwork and maintaining high morale.

KRA 3 – Compliance

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct
 - Privacy Policy
 - Keeping Children and Young People Safe Policy
 - Sexual Harassment Prevention Policy
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation, and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills, or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

KRA 4 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts, or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.



Team Leader Responsibilities

As per all employee health and safety responsibilities **and** including:

- Ensure risk management activities in your area of responsibility are implemented, regularly monitored, and maintained.
- Ensure health and safety reporting is completed and provided in a timely manner.
- Respond to hazard and incident reports and ensure investigations are conducted promptly and appropriate corrective actions implemented.
- Participate in health and safety consultation activities and ensure employees are provided with relevant health and safety information.
- Ensure all employees follow emergency procedures.
- Ensure all employees are provided with information, instruction, training, and supervision to perform their work duties effectively and safely.
- Ensure injury management procedures are implemented effectively and return to work programs are followed.
- Report to Management any matters which affect the health and safety of the work environment or the effective operation of the health and safety system.

Qualifications and Experience

- Certificate IV in Training and Assessment or diploma or higher-level qualification in adult education or currently working towards this qualification is essential.
- Proven experience in the Vocational Education and Training Sector is essential.
- Experience working directly with key internal and external stakeholders, including management, government departments and other funding bodies is highly desirable.
- Demonstrated experience in a Compliance role involving government contract compliance is highly desirable.
- Demonstrated experience in writing high quality procedures and associated documentation.
- Demonstrated experience in data and trend analysis.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Leadership:
 - Lead a team and work in a collaborative team environment, along with a willingness to share information/knowledge with others.
 - Plan, organise and establish a course of action for self and others to accomplish specific goal(s) and achieve quality outcomes.
- Strong attention to detail balanced with the ability to see the bigger picture.
- Strong computer literacy, including the use of Office365 software with Excel skills at intermediate to advanced level.
- Communication:
 - Written and verbal, including the ability to produce documentation of a high-quality including reports, procedures, and forms.
 - Able to build and maintain positive working relationships with key internal and external stakeholders.
 - Able to grasp complex concepts and to communicate these clearly and concisely to others.
- Confidence to make sound judgements, based on thorough monitoring and analysis, problem-solving, innovation and evidence-based practice.
- Time management and organisation skills, able to plan and coordinate resources to meet business and client needs and successfully achieve set targets within deadlines.
- Able to develop and implement continual improvement recommendations and activities which positively impact on operations, procedures, and systems.
- Able to schedule, coordinate, participate in and report on internal and external audits.

Able to demonstrate working knowledge and/or understanding of:

- Contemporary compliance process and practices.
- Compliance frameworks and contract management.
- ASQA VET Quality Framework and other relevant legislation.
- RTO services and practices, including:
 - Training Packages
 - Training and assessment methodologies
 - Vocational education programs and funding models.

Key Attributes

- Business acumen.
- Demonstrates high level of honesty, integrity, and confidentiality.
- Reasonable level of assertiveness balanced with tact and diplomacy.

Competency Profile



- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

<u>Special Requirements / Conditions:</u>
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| <ul style="list-style-type: none">• To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.• Possession of a current valid Driver's Licence and willingness to drive is preferred.• Prepared to work from, or be located at, any SYC site is required. |
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