

## ***Position Description***

<b><i>Position Title:</i></b>	Training and Quality Assurance Manager
<b><i>Position Type:</i></b>	10 month fixed term
<b><i>Reports to:</i></b>	Senior Manager, UNSW Global training
<b><i>Division:</i></b>	UNSW Global Training
<b><i>Location:</i></b>	Rosebery
<b><i>Date:</i></b>	March 2010
<b><i>Position Reference:</i></b>	<b><i>10 - 1084</i></b>

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### ***JOB PURPOSE***

The role of this position is to manage the delivery of training and assessment of nationally accredited qualifications and of non accredited short business courses. The Training and Quality Assurance Manager is also responsible for the implementation of quality control and compliance procedures.

### ***ENVIRONMENT***

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- education and training
- educational measurement and assessment
- consultancy services

These activities are currently managed through seven Business Groups:

- UNSW Foundation Studies
- UNSW Institute of Languages (UNSWIL)
- UNSW Global Training
- UNSW Global Consulting & Expert Opinion Services
- Educational Assessment Australia (EAA)
- UNSW Study Abroad
- UNSW Global Networks and Recruitment

The Business Groups are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resource management, marketing and communications, IT and facilities management and corporate governance.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Ltd (AEC) in Hong Kong.

The company has approximately 290 FTE staff and an annual turnover in excess of \$70 million.

### ***ACCOUNTABILITY OBJECTIVES***

#### ***The Training and Quality Assurance Manager will:***

1. Manage the delivery and assessment of accredited qualifications and the non-accredited short business Training programs
2. Ensure programs are delivered to meet national, state, company and industry standards
3. Maintain communication and productive relationships with major stakeholders including:
  - key individuals and groups within UNSW Global and UNSW
  - key external individuals and groups
4. Provide leadership to ensure quality control and commitment to best management practice in the areas of compliance and customer service
5. Liaise with the trainers and assessors to develop quality programs that are relevant to industry and meet business needs
6. Ensure effective delivery of all programs, including: initiating development of training materials, evaluating and improving existing courses and reviewing their effectiveness

7. Supervise the application of sound instructional design approaches to learning resource development and AQTF compliance
8. Develop and maintain systems for the monitoring and evaluation of quality of the training
9. Coordinate annual continuous improvement activities including AQTF internal audits, Quality Indicator data reporting
10. Assist the Senior Manager in identifying and developing new training opportunities.

### ***MAJOR TASKS***

- Serve as AQTF and CRICOS compliance officer contact for VETAB
- Coordinate the preparation of VETAB and CRICOS submissions
- Monitor accredited qualification program delivery and assessment to ensure compliance
- Monitor VETAB compliance where delivery is by “sub contractor” (UNSWIL)
- Monitor learning and assessment validation activities
- Coordinate annual AQTF internal audits
- Monitor CRICOS reporting activities
- Conduct Trainer/Assessor recruitment and monitor performance
- Liaise with Trainer/Assessors and conduct inductions
- Prepare training delivery schedules
- Provide product knowledge training to Sales and Marketing staff and Admissions Consultants
- Approve purchase orders
- Identify online, blended and distance training and assessment needs
- Assist the Senior Manager, UNSWG Training to prepare training proposals for corporate clients
- Assist the Senior Manager, UNSWG Training to undertake competitor analysis and program/course pricing
- Oversee customer service activities including student enquiries, enrolments, data and records management and issuing of qualifications

### ***REPORTING RELATIONSHIPS***

Immediate Manager’s Supervisor	Group Executive, Business Development and Marketing
Manager’s Title:	Senior Manager, UNSW Global Training
Direct Reports:	Two

### ***CONSTRAINTS/AUTHORITY LEVELS***

The Training and Quality Assurance Manager develops the UNSW Global Training accredited and non-accredited programs budget in collaboration with the Senior Manager, UNSW Global Training.

The position operates in accordance with UNSW Global Pty Limited and UNSW policies, and the requirements of legislation, awards and agreements.

### ***RELATIONSHIPS***

The Training and Quality Assurance Manager maintains close working relationships with:

- Group Executive, Business Development and Marketing
- Senior Manager, UNSW Global Training
- Sales Manager, UNSWG Training
- Domestic Marketing Manager, UNSW Global
- UNSW Global HR Manager
- The broader University

As well as developing close working relationships with UNSW Global and UNSW staff and stakeholders, the Training and Quality Assurance Manager will also liaise with relevant trainers, assessors and administrative staff; with VETAB and DEST representatives and other consultants on a needs basis.

### ***CHALLENGES***

- Maintain and improve existing programs including RTO courses and UNSW Global Training programs
- Maintain effective internal and external relationships to ensure strategic priorities are met
- Contribute effectively to the development of broad UNSW Global Training strategy under the Business Unit's Strategic Plan
- To develop an appropriate range of services including "off the shelf" and customised education programs.

## ***SELECTION CRITERIA***

### ***Essential***

1. Appropriate tertiary qualifications and Certificate IV in Training and Assessment or equivalent
2. Demonstrated abilities to implement quality assurance processes and to apply quality control measures to the development and evaluation of client-focussed educational services and resources
3. Extensive experience at a management level in a commercially-oriented RTO
4. Demonstrated working knowledge of AQTF 2007 and 2010 audit requirements and VETAB accreditation
5. Appreciation of the issues surrounding the commercial activities in the adult training education sector
6. High level interpersonal and communication, liaison and organisational skills
7. Effective time management strategies including ability to work under pressure and tight deadlines.
8. Ability to implement EEO and OHS policies and practices.
9. Computer literacy

### ***Desirable***

1. Experience developing RPL pathways, skill sets and non-endorsed training package material
2. Knowledge of Business Services Training Package and accredited language training programs (Migrant English and Modern languages)

## ***EQUAL EMPLOYMENT OPPORTUNITY***

All staff must ensure that the principles of equal employment opportunities are implemented, promoted and adhered to, in order to comply with Company policy.

## ***SALARY RANGE***

A salary package of up to \$85 000 (pro rata) will be negotiated with the successful candidate.

## ***OCCUPATIONAL HEALTH AND SAFETY STATEMENT***

All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

### ***EQUITY AND DIVERSITY***

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

### ***CODE OF CONDUCT***

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each other's worth;
- collaborate to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.