

Position Description: Compliance Officer

Overview:

The CMTO is a training organisation dedicated to addressing the training needs of the Australian Community Media Sector.

The CMTO will strive to:

- Facilitate the development of a national training strategy for the community media sector
- Promote a positive training culture throughout the community media sector
- Maintain and develop its capacity as a high quality and sustainable media training organisation serving the community media sector
- Build partnerships and create networks with other training providers and industry partners, consulting with community media sector organisations in the development of a national training strategy
- Encourage innovation in training and learning in the community media sector
- Identify and address skills shortages and gaps in training delivery, resource development and trainer professional development, with a particular focus on the priorities* established by the Australian Government for the National Training Program funding allocation for the community media sector

**National Training Program (NTP) Priorities: The bulk of the training places to be directed to community broadcasting stations in regional, rural and remote areas. Funding will also be directed to the special training needs of radio for the print handicapped, Indigenous and ethnic radio broadcasting. In relation to ethnic training, ethnic youth, new and emerging ethnic groups and new language groups will be targeted for training opportunities.*

Position Title	Compliance Officer	Classification	Educational Services (Post-Secondary Education) Award 2020 Schedule D—General Staff Level 4-7
Reports To	National Training Manager	Terms of Employment	As per contract
Salary Range	\$53,460.40 - \$73,116.80 P/A	Superannuation	10% employer contribution (1 st July 2021)
Probation	3 months	Annual Leave	Four weeks (pro rata)
Conditions	The position is full-time for a fixed-term contract duration.		
Approved By	CMTO CEO	Date Updated	12/10/2021

Job Specification

Role

The Compliance Officer coordinates the CMTO's Quality Management & Continuous Improvement processes. They are responsible for maintaining CMTO's training and compliance framework to ensure adherence to ASQA and related requirements.

The Compliance Officer monitors RTO compliance to meet changing sector and industry demands. They coordinate validation, internal audits, feedback processes, industry consultation and monitor the quality of learning materials.

The Compliance Officer collaborates with the CMTO team to follow policies and procedures, ensuring that the operations, staff and students of the RTO comply with the VET Quality Framework and funding contracts, which include:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Australian Qualifications Framework
- State-based training funding contracts

Responsibilities: (Job Specific)

Student Services Supervision:

1. Train and supervise student services and support staff to:
 - a. Handle and register CMTO related enquiries.
 - b. Undertake accurate data entry in the Student Management System (SMS) and Learner Management System (LMS)
 - c. Maintain booking systems and course calendar.

Compliance coordination:

2. Assist the National Training Manager to:
 - a. Maintain & update student records using the SMS.
 - b. Monitor and review student submissions to ensure correct completion and evidence is provided.
 - c. Maintain & update trainer records and logs to ensure currency and compliance.

- d. Create, maintain, and coordinate Validation activities as per the CMTO Validation Schedule.
3. Monitor and report on regulatory activities and mandatory compliance obligations.
 - a. Undertake Compliance reporting activities as outlined in the Annual Continuous Improvement Calendar.
 - b. Manage and maintain the Risk Management Framework in liaison with the CEO.
4. Maintain & update the feedback process for accredited and non-accredited training.
 - a. Monitor and report on feedback in the feedback register on a regular basis.
 - b. Alert the Training Managers and CEO to areas for action.
 - c. Lead the annual review of resources, POLPROs, DOCS and FORMS
5. Assist with CMTO Finance / Payday tasks
6. Other Duties as directed by the National Training Manager and CEO.

Shared Responsibilities:

- Work co-operatively with other staff to achieve organisational objectives.
- Demonstrate commitment to and understanding of the values of community broadcasting.
- Maintain high standard work practices and ensure integrity, respect, and confidentiality.
- Contribute to a positive, fun work environment.
- Practice environmental sustainability in the workplace.

Terms of Employment

The nature of the community broadcasting sector and this position mean that some after hours and weekend work may be required. Time in Lieu is available.

Selection Criteria: Compliance Officer

- Some experience or understanding of the community broadcasting sector and/or training industry is desirable
- Demonstrated experience and skills in compliance administration, including data entry, word processing, and reporting.
- Demonstrated high level organisational skills.
- Excellent oral, written and personal communication skills (for production of reports, internal communications, dealing with complex enquiries by phone and email).
- Proactive approach to monitoring and maintaining compliance
- Self-motivation and the ability to work independently or with minimal supervision.
- Experience working with a diverse range of communities and volunteers.
- Demonstrated experience in prior use of a Student Management System (such as aXcelerate) preferred, but not essential as training can be provided.
- Sound knowledge of office-based applications such as Word, Excel, and Google suite
- TAE40116 Certificate IV in Training and Assessment is highly desirable.
- Young people, Aboriginal people, Torres Strait Islanders and people from a range of cultural and linguistic backgrounds are encouraged to apply.