

Position Description

Job Title	RTO Compliance Officer
Level	RG 5.1
Team	Registered Training Organisation - Cple
Job Type	Full Time
Reporting Relationship	RTO Manager
Location	Gungahlin & Tuggeranong Community Centres

About Us

Communities at Work is the largest provider of children's services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

The Centre of Professional Learning & Education (Cple) is the Registered Training Organisation (RTO) of Communities at Work, delivering nationally recognised vocational education and training that supports workforce development across the ACT region. The RTO Compliance Officer coordinates and supports quality assurance, compliance and continuous improvement activities to ensure the RTO meets its regulatory and contractual obligations.

The RTO Compliance Officer coordinates and maintains the quality assurance, compliance and financial administration functions of the RTO. Working closely with the RTO Manager and Trainer Assessors, the role coordinates validation scheduling, internal audits, compliance monitoring, quality reviews and continuous improvement activities, maintains

regulatory documentation and completes end-of-month financial processes. The position takes a proactive approach to identifying and escalating compliance risks, supports compliance capability across the RTO, and contributes to a culture of quality, accountability and continuous improvement.

Duties and Responsibilities

Position Specific

- Coordinate and maintain the RTO's compliance, quality assurance and continuous improvement framework, including audits, validation, monitoring, reporting and regulatory readiness.
- Monitor compliance risks, maintain records and registers, and provide advice and recommendations to support compliance with regulatory and funding requirements.
- Coordinate preparation for regulatory audits, funding contract reviews and other external monitoring activities.
- Supervise the Enrolments and Student Support Officer, providing workflow coordination, guidance and oversight of enrolment, administration, student support and records management functions.
- Complete RTO financial processes and reconciliations within required timeframes.
- Work collaboratively across the RTO to strengthen compliance capability, accountability and a culture of continuous improvement.
- Coordinate other RTO training and development initiatives, such as workshops, as required.
- Provide compliance and regulatory advice to support the assessment of new training products, funding opportunities and business initiatives.
- Interpret and apply the Standards for Registered Training Organisations (RTOs), funding contract requirements and relevant legislation to provide specialist advice to the RTO Manager and training team.
- Prepare compliance reports, action plans and recommendations arising from internal audits, validation outcomes and regulatory reviews.
- Maintain the continuous improvement register and monitor implementation of corrective and preventive actions.
- Monitor compliance obligations and communicate regulatory changes and emerging compliance risks to relevant stakeholders.

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely

- Contributes expertise to achieve outcomes
- Participates and cooperates with internal and external audit requirements
- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service
- Complies with Mandatory Reporting and Reportable Conduct requirements.

Team Work

- Builds and sustains positive relationships with team members, clients, and key stakeholders
- Works collaboratively and is an effective team member, fostering teamwork and rewarding cooperative behaviour
- Provides support and mentoring to new staff, and ongoing training and coaching for existing team members
- Brings people together, encourages input, and motivates engagement in continuous learning
- Understands and responds to different communication styles, treating people with respect and courtesy
- Identifies learning opportunities and delivers or receives constructive feedback as required.

Selection Criteria

Essential

- Qualification in compliance, auditing, business administration, quality assurance, vocational education and training or a related discipline; or demonstrated equivalent experience
- Demonstrated knowledge of the Standards for Registered Training Organisations, ASQA regulatory requirements and government funding training compliance obligations
- Experience working within government-funded VET programs and contract compliance frameworks
- Experience coordinating validation, internal audits, compliance monitoring and continuous improvement activities
- Current driver's licence
- Current Working with Vulnerable People card

Desirable

- Experience supporting regulatory, funding or quality audits within an RTO environment
- Knowledge of Early Childhood Education and Care training environments

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:		Date	