



North Ringwood Community House Inc.
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ABN 78 052 679 939 | Incorpor. No. A0004693Z | RTO 6434

North Ringwood Community House Inc. Position Description

POSITION TITLE:	Training and Compliance Coordinator
EMPLOYMENT TYPE:	Permanent Part Time – 3 days per week (21.75 hours per week)
HOURS:	9am – 3.45pm Monday - Wednesday
CLASSIFICATION:	TBC
REMUNERATION:	TBC
REPORTS TO:	The CEO
BASED:	On-site at North Ringwood Community House
COMMENCEMENT:	As negotiated

About North Ringwood Community House

North Ringwood Community House Inc (NRCHI) is a not-for-profit, community-based organisation and Registered Training Organisation (RTO) serving the local community.

Programs and activities are developed in response to community needs and include accredited aged care training, ACFE Learn Local pathway programs, computer courses, leisure and hobby courses, health and fitness classes and social groups.

NRCHI is an incorporated association governed by a voluntary Board of Governance.

Vision

An engaging, supportive and responsive Community House.

Mission

North Ringwood Community House provides a welcoming and inclusive environment creating opportunities for lifelong learning and social connection.

Position Purpose

The Training & Compliance Coordinator is responsible for the day-to-day coordination and quality oversight of NRCHI's accredited training and ACFE Learn Local pathway programs. The position ensures that training programs are delivered effectively and in accordance with relevant VRQA regulatory requirements, Skills First contractual obligations, ACFE Learn Local requirements and NRCHI policies and procedures.

The role works across the full student and course lifecycle, including program coordination, compliance, student administration, trainer support, quality assurance, validation, reporting and learner engagement.

The position also supports positive learner outcomes by monitoring participation, progress, retention and completion and by assisting learners to transition into further training, employment, volunteering or further education.

As NRCHI is a small RTO, the position is hands-on and varied, requiring initiative, flexibility, strong organisational skills and the ability to work collaboratively with students, trainers, staff and external stakeholders.

Key Responsibilities

1. RTO Compliance and Quality

- Maintain NRCHI's compliance with applicable VRQA regulatory requirements.
- Monitor compliance with Skills First contractual requirements.
- Maintain RTO compliance records and evidence.
- Coordinate internal compliance reviews and audit preparation.
- Identify compliance risks and follow up corrective actions.
- Maintain currency of policies, procedures, forms and RTO documentation.
- Support the CEO with regulatory and contractual compliance matters.
- Maintain appropriate evidence for audits and reviews.

2. Skills First Compliance and Reporting

- Coordinate Skills First student eligibility and supporting documentation.
- Ensure enrolment and training activity meets Skills First requirements.
- Monitor student eligibility and participation.
- Maintain accurate funding and student records.
- Prepare and support required Skills First reporting.
- Identify and resolve compliance or data issues.

3. ACFE Learn Local Programs

- Coordinate the delivery of ACFE Learn Local pre-accredited pathway programs.
- Support program planning, scheduling, resources and administration.
- Maintain ACFE student and program records.
- Coordinate reporting and compliance requirements.
- Monitor learner participation and outcomes.
- Support pathways from pre-accredited programs into accredited training, employment, volunteering or further education.

4. Student Administration and Data Management

- Coordinate student enrolments and relevant pre-training processes.
- Maintain accurate student files and training records.

- Maintain student information in VETtrak or the relevant student management system.
- Monitor attendance, participation, progress, outcomes and completion.
- Prepare, check and submit AVETMISS data as required.
- Identify and resolve data errors and discrepancies.
- Maintain accurate enrolment, assessment and outcome information.
- Support RPL, Credit Transfer, Recognition of Current Competency and National Recognition processes as required.

5. Training and Assessment Quality

- Support trainers and assessors to deliver compliant and quality training and assessment.
- Ensure training and assessment resources remain current, appropriate and fit for purpose.
- Coordinate training and assessment validation activities, including internal and external validation where required.
- Maintain validation records and follow up actions arising from validation.
- Support continuous improvement activities.
- Monitor assessment practices and identify opportunities for improvement.
- Support the development and review of Training and Assessment Strategies.

6. Trainer and Staff Support

- Support the recruitment and onboarding of appropriately qualified trainers and assessors as required.
- Maintain trainer and assessor records and currency of required documentation.
- Ensure trainers have appropriate resources and information to deliver programs.
- Coordinate trainer meetings and professional development activities where required.
- Identify training and professional development needs.

7. Student Support and Engagement

- Provide information and guidance to prospective and current students.
- Support students to understand their training requirements and available pathways.
- Monitor learner engagement, participation, progress, retention and completion.
- Follow up students who are disengaging or experiencing barriers to participation.
- Support learners from culturally and linguistically diverse backgrounds.
- Assist in identifying appropriate support, referral and pathway opportunities.
- Respond appropriately to student concerns and complaints in accordance with NRCHI policies and procedures.
- Contribute to a welcoming, inclusive and supportive learning environment.

8. Industry, Community and Stakeholder Engagement

- Develop and maintain positive relationships with employers, community organisations, referral agencies and industry stakeholders.

- Undertake industry consultation to inform training quality and continuous improvement.
- Assist with student work placements and employer relationships where required.
- Participate in relevant VET and community sector networks.
- Promote positive pathways and opportunities for learners.

9. Program Coordination

- Coordinate accredited training programs within NRCHI's Scope of Registration.
- Assist with course scheduling and timetabling.
- Ensure appropriate training resources and facilities are available.
- Coordinate student placement arrangements where applicable.
- Assist with the development and review of Training and Assessment Strategies.
- Support the implementation of new or amended training programs as required.

10. Other Duties

- Provide practical assistance to the CEO and Community House team as required.
- Contribute to the general operation of the Community House.
- Maintain awareness of workplace health and safety requirements.
- Support First Aid and emergency management requirements.
- Undertake other reasonable duties consistent with the position.

Key Performance Indicators

Performance in the role will be assessed against:

- Maintenance of RTO regulatory compliance and audit readiness.
- Compliance with Skills First contractual requirements.
- Effective coordination and reporting of ACFE Learn Local programs.
- Accurate and timely student records and AVETMISS submissions.
- Effective use and maintenance of VETtrak/student management systems.
- Completion of required validation and continuous improvement activities.
- Quality and compliant delivery of accredited training.
- Positive learner participation, retention, completion and pathway outcomes.
- Effective support and communication with trainers and staff.
- Positive student and stakeholder feedback.
- Identification and timely resolution of compliance, data and operational issues.
- Demonstrated initiative, reliability and follow-through.

Qualifications

- Certificate IV in Training and Assessment (TAE40122 or equivalent).
- Qualification in Aged Care, Individual Support, Nursing or a related field.
- Current First Aid certification (desirable)

Experience and Knowledge

Essential

- Experience working in an RTO environment.

- Demonstrated knowledge of VRQA or ASQA compliance requirements.
- Experience with Skills First-funded training programs.
- Experience maintaining accurate student files, enrolment and training data.
- Experience with training and assessment validation, continuous improvement and quality assurance within an RTO.
- Experience working with culturally and linguistically diverse learners.
- Experience preparing, checking and submitting AVETMISS data, including identifying and resolving data errors.
- Understanding of the aged care sector and vocational education and training requirements.
- Well-developed computer and administrative skills.

Desirable

- Experience with ACFE Learn Local-funded programs.
- Experience using VETtrak or a similar student management system.
- Experience supporting learners into employment, further education or vocational pathways.
- Experience working within a community or not-for-profit organisation.

Key Selection Criteria

The successful applicant will demonstrate:

- Experience working in an RTO environment.
- Demonstrated knowledge of VRQA or ASQA compliance requirements.
- Experience with Skills First-funded training programs.
- Experience working with culturally and linguistically diverse (CALD) learners.
- Experience maintaining accurate student files, enrolment and training data.
- Experience with training and assessment validation, continuous improvement and quality assurance within an RTO.
- Understanding of the aged care sector and vocational education and training requirements.
- Well-developed computer and administrative skills, with strong attention to detail.
- Demonstrated ability to work independently, manage competing priorities and follow tasks through to completion.
- Excellent communication, interpersonal and stakeholder engagement skills.

Employment Requirements

The successful applicant must hold or be willing to obtain:

- Current Working with Children Check.
- National Police Check.
- Current First Aid certification (desirable)
- Evidence of the right to work in Australia.