



Position Description – Advisor, HESA Compliance

Position Details

Position Title: Advisor, HESA Compliance

College/Portfolio: Office of the Vice-Chancellor **School/Group:** Enrolment and Student Records, University Secretariat and Academic Registrar's Group

Campus Location: Primarily based at the Melbourne City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 6

Time Fraction: 0.4

Employment Type: Continuing

Reporting Line: Senior Coordinator, HESA

No. of Direct reports: Nil

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Office of the Vice-Chancellor delivers executive and advisory support to the Vice-Chancellor while engaging with a diverse array of stakeholders. This includes facilitating the Vice-Chancellor's interactions with the university community and external partners, overseeing executive administration, managing communications, coordinating events, and providing additional support services. Facilitating and advising on the 'rhythm of the business' to enhance the flow of ideas and actions throughout the university, including providing guidance and secretariat support for the Vice-Chancellor's Executive.

The University Secretariat and Academic Registrar's Group (USARG) is responsible for a range of governance, compliance, regulatory, and student lifecycle activities from enrolment through to graduation. The USARG operating environment is highly complex in view of more than 99,000 student enrolments across the University in both vocational and higher education programs at campuses in Melbourne, Europe and Vietnam, as well as at several offshore locations in conjunction with educational and industry partners.

RMIT has one of the highest numbers of international student enrolments within Australian universities; consequently, compliance requirements are significant with State and Federal legislation imposing numerous and frequently revised regulatory obligations.

The USARG has a staff establishment of around 145 EFT across Australia and Vietnam, and an operating budget in excess of \$20 million.

Core University services provided by the USARG include: Academic Governance and Systems: government reporting, systems operations, academic and admissions governance; invigilated assessment (accreditation compliance); Enrolment and Student Records: student financials governance, student records, enrolment compliance and records, student visa and identity compliance, and global student

records; Completions and Graduations: program completions and graduation ceremonies; University Secretariat: Council Committees and controlled entities; Education Regulation, Compliance and Assurance: regulatory compliance and assurance; Office of the University Secretary and Academic Registrar: complex and high risk student matters, external review and stakeholder requests, privacy and freedom of information, compliance, central policy, and contract services.

<https://www.rmit.edu.au/about/governance-management/rmit-structure/ovc>

Position Summary

The Advisor is one of three specialist roles that are responsible for a range of tasks relating to operational compliance with the Higher Education Support Act (HESA) and VET Student Loan Act, and associated reporting obligations. The Advisor will provide a high level of service and expertise with a focus on processes and procedures in relation to government reporting and Commonwealth Assistance schemes.

Activities will vary according to the cycles within the academic year and requires expert use of RMIT's student management system as well as certain Government systems to identify issues, make corrections to student records to ensure compliance, and ensure key processes are run effectively and to schedule throughout the year.

Occasional evening and weekend work and restrictions on annual leave may be necessary during peak periods.

Key Accountabilities

- Demonstrated experience and expertise in understanding and working within Federal legislation and procedures. Highly desirable: significant knowledge of the HESA legislation and experience relating to operational compliance.
- Excellent organisational and time management skills with proven ability to manage multiple tasks and re-adjust workload priorities to meet conflicting deadlines; work independently to quickly extract the priority issues and act without specific direction where appropriate while keeping management and stakeholders informed.
- Strong conceptual, analytical and problem-solving skills and an ability to think laterally to identify practical and workable solutions within relevant compliance constraints; proven ability to identify and manage the impacts of issues on customers.
- Demonstrated ability to contribute to the continuous improvement of systems and processes in a compliance-oriented environment; including the ability to advise management of the potential for policy and process improvements; use a range of information and communication technologies effectively including: Microsoft Office software packages, web & email software, database use and management.
- Highly developed interpersonal skills, written and verbal communication skills, including ability to tailor communication styles to diverse audiences. Proven ability to analyse and present complex data to different audiences and stakeholders.
- Demonstrated ability to build and maintain effective and productive relationships with a wide range of groups is essential, both internal and external to the University, including a demonstrated ability to respond appropriately to sensitive information and situations.
- Ability to work accurately with detailed information; including shared, detailed data spreadsheets; data entry; data validation and investigation and resolution of complex issues.

Key Selection Criteria

- Work closely with the Senior Coordinator, HESA Compliance to ensure full compliance with University and relevant Federal Departments and agency regulations relating to domestic vocational (VE) and higher education (HE) students.
- Maintain an extensive and detailed understanding of the relevant policies and practices required around Commonwealth Supported Places, VET Student Loans, FEE-HELP and SA-HELP and associated guidelines.
- Build effective and productive working relationships with other areas of the University and engage with relevant external agencies as required.
- Provide accurate and timely communication to a wide range of audiences across the University while maintaining confidentiality, integrity, compliance and meeting legislative requirements of student records for all student cohorts across the University under broad direction.

- Identify and recommend improvements to process and procedures to ensure compliance with legislation and policy changes.
- Assist with the extraction and collation of student data, assurance, and creation of templates to facilitate timely communications related to HESA and VSL non-compliance and other related business processes.
- Actively monitor automated processes pertaining to the government's eCAF system, and outstanding HESA and VSL requirements not met by students for each census date and follow up in an accurate and timely manner, in line with established process.
- Assessing, and processing issues in an accurate and timely manner, including the resolution of complex issues regarding a range of processes and procedures relating to the integrity of student records to meet legislative reporting requirements and deadlines and .the provision of analysis and recommendations to management for consideration.

Qualifications

Degree in relevant discipline and/or significant experience required

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.