

POSITION DESCRIPTION

Position Details

Position Title:	Senior Manager Quality Assurance and Standards
Reporting To:	Chief Executive Officer (CEO) RMIT UP
Unit / Group:	Governance & Compliance
Direct Reports:	Policy and Risk Specialist Senior Student Services Advisor (Compliance)
Salary Classification:	Corporate Services, Level F2
Date:	September 2025
Location:	City Campus

Position Summary

The Senior Manager Quality Assurance and Standards (SM-QAS) is a key member of RMIT UP, reporting directly to the Chief Executive Officer. The role will also have a functional relationship with the RMIT Risk, Audit and Compliance (RAC) area.

The SM-QAS acts as a source of professional knowledge of international education regulations and good practice in academic management and standards. The SM-QAS, in close collaboration with the Education, Regulation, Compliance and Assurance (ERCA) department at RMIT University, ensures that RMIT UP is compliant with Australian regulatory standards, including ESOS Act 2000 and The National Code of Practice 2018, the Foundation Program Standards 2021 and ELICOS Standards 2018, and where relevant, Higher Education Standards Framework (HESF). The SM-QAS will act in an advisory role by providing professional advice, direction and ongoing support to the RMIT UP Executive and staff.

The SM-QAS will have a thorough understanding of RMIT UP Pathways and its competitors nationally and internationally. The SM-QAS will maintain a comprehensive knowledge of all relevant legislative, regulatory and contractual obligations related to RMIT UP operations and will ensure RMIT UP conducts its business in alignment with university policy, ensuring policy documents are fit for purpose for programs delivered by RMIT UP. The SM-QAS will understand RMIT UP's corporate relationship with the university and provide advice on RMIT UP's performance across governance, risk and compliance with a focus on continual improvement. The SM-QAS will provide support for key RMIT UP governance Boards and committees.

Position Responsibilities and Accountabilities

Policy

- Manage the development, maintenance and review of the RMIT UP policy suite, and maintain a secure RMIT UP policy register using an appropriate system, in consultation with central policy owners where applicable.
- Lead the Policy Specialist and, where required, groups of staff to map, analyse and problem solve processes to facilitate the development of policy, procedures and guidelines which

are compliant with legislation and standards for programs delivered by RMIT UP or third-party providers of RMIT UP programs

- Review draft policy submissions, policy documents and reports and provide feedback as required on behalf of RMIT UP.

University Liaison and Collaboration

- Establish and maintain strong and positive relationships with stakeholders across RMIT UP, RMIT University and relevant third parties, to ensure RMIT Group alignment
- Work closely with Centre for Educational Innovation and Quality (CEIQRe) and other central services to ensure RMIT UP's quality and compliance is reflected in the evaluation and assurance provided through governance reporting and aligns with regulatory requirements.
- Attend working groups and forums (representing RMIT UP) as directed by CEO and RAC lead.
- Collaborate with RMIT UP Executive, with input relevant central teams, to develop an annual work plan which coordinates annual compliance and quality assurance projects
- Provide reports and analysis for the CEO and Office of VC
- Provide reports for the RMIT UP Board
- Identify and report on opportunities for continuous improvement and risk to CEO.
- Participate in projects and initiatives as directed by the CEO.

Academic Governance and Standards

- Support groups of staff across programs to ensure that existing systems provide data, materials and information necessary to meet the accreditation and reaccreditation requirements of external agencies or bodies specifically NEAS and TEQSA
- Continue to evolve academic governance structures within RMIT UP which build appropriate forums for the discussion, distribution and communication of qualitative and quantitative reports and reviews.
- Establish a suite of qualitative and quantitative reports for various RMIT UP Board and academic governance committees
- Coordinate reviews of compliance against Foundation / ELICOS standards (the scope of which is agreed with the CEO).
- Participate and assist with internal / external audit and reviews of compliance against standards and frameworks
- Participate in Program Assessment Board (PAB) meetings for FS and equivalent in ELICOS for onshore and offshore delivery
- Conduct ad-hoc checks on implementation of compliance advice provided.
- Liaise with officers who provide secretariat functions for key RMIT UP academic boards and committees
- Work with staff reporting to Office of VC on urgent requests from regulators or external agencies, and other matters that require escalation as required.
- Ensure ongoing guidance and dissemination of information pertaining to relevant standards within the organisation for RMIT UP staff
- Oversee academic integrity and misconduct guiding relevant academic management staff where appropriate

Third Party Arrangements

- Participate in and refine processes for triennial reviews of offshore third-party provision in accordance with requirements of third-party contracts and HESF guidelines
- Advise third party providers of FS of their compliance with the quality assurance processes of the University in relation to assessment, annual programme monitoring and actions arising from internal or external academic reviews and the PABs.
- Align work to institutional wide standards, processes, guidelines and practice (where appropriate)

New Program Development

- Work with the CEO to support the development of new products aligned to strategic objectives

- Provide advice and guidance on internal and external approvals through relevant governance bodies

Risk

- Manage the overall RMIT UP Risk Framework and approach
- Report to relevant University bodies on RMIT UP risk profile
- Work closely with RMIT Risk Audit and Regulatory Compliance, to ensure institutional alignment and participate as a member of the RMIT Compliance & Risk Management Group
- Identify and report on opportunities for continuous improvement and risk to CEO.

People Leadership & Management

- Responsible for activities across the whole employee lifecycle, from recruitment through to effective management of performance, development, engagement and motivation of the Governance & Compliance team.
- Mentor, coach and support professional development of the Governance & Compliance team to ensure ongoing skill development and up-to-date professional knowledge.
- Guide the setting of specific and measurable goals for the Governance & Compliance team ensuring they support business objectives.
- Complete performance reviews for all direct reports within set timeframes and to quality standards.

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT University Pathways' policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
- Actively engage in professional development opportunities
- Undertake any reasonable tasks as directed
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.
<https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.
- Appointment to the role is subject to successful passing of the Working with Children Check (WWCC employee type), Working rights Check and National Police Check (NPC)

Qualifications, Knowledge, Skills & Attributes

Essential

- Relevant Tertiary level qualification
 - Previous management/leadership experience in a similar role in an education setting
 - Expert knowledge of risk and regulatory regimes associated with the delivery of Foundation and English programs to international students in Australia and offshore
 - Proven ability to develop and review fit for purpose policies and procedures
 - Excellent interpersonal skills including the ability to develop effective working relationships with a range of stakeholders
 - Proven effective and timely decision making and judgement
 - Demonstrated ability to work in a team environment and to work collaboratively across departments
 - Well organised, with ability to multi-task and switch between short-term and long-term initiatives and tasks
 - Effective, versatile, innovative and action-focused
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- Excellent presentation and communication skills
- Ability to work under pressure and to tight deadlines

Desirable

- Relevant postgraduate qualification

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location.

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Incumbent name: _____

Date: _____