



# Position Description

Position	Work Location	Position Description Completed
RTO Compliance Coordinator	Belrose/Flexible	March 2026
Reports To	Direct Reports	Department
Training and Education Manager	NIL	Culture & Capability

## PURPOSE STATEMENT

The RTO Compliance Coordinator supports Surf Life Saving NSW to deliver high-quality, consistent and member-focused training and education that meets national RTO requirements and the organisation's quality assurance framework. The role contributes to key compliance and continuous improvement initiatives, including work on the articulated credit model and broader efforts to streamline systems and improve the member education experience. Working with a high level of autonomy, the position supports adherence to the Standards for RTOs by reviewing and updating policies, procedures and resources, assisting with change and communication activities, and collaborating with the Training & Education Manager and wider team to embed sustainable and compliant practices across the organisation.

## SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> <li>Understanding of the Australian VET sector and the Standards for Registered Training Organisations (RTOs)</li> <li>Demonstrated experience coordinating projects and supporting change implementation within a training, education or compliance environment</li> <li>Proven ability to review, develop and implement policies, procedures and quality assurance processes</li> <li>Excellent written and verbal communication skills, with strong interpersonal abilities to engage confidently with diverse stakeholders</li> <li>Experience working with online learning platforms and digital education tools (preferably Canvas)</li> <li>Strong attention to detail, problem-solving capability and a structured approach to delivering high-quality outcomes</li> <li>Ability to work both collaboratively within a dynamic team and autonomously with minimal supervision</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Surf Life Saving operations or experience working within volunteer-based organisations</li> <li>Understanding of quality management principles and continuous improvement methodologies</li> <li>Relevant tertiary qualifications and/or a Certificate IV in Training and Assessment (TAE40122 or equivalent)</li> <li>Experience in communications, stakeholder engagement or developing member-focused guidance materials</li> <li>Knowledge of AQTF and broader VET frameworks beyond core RTO Standards</li> </ul>

<b>KEY OUTCOMES (KRA)</b>	
<b>Outcomes</b>	<b>Key Activities</b>
KRA 1: Quality Assurance	<ul style="list-style-type: none"> <li>• Support internal audits, self-assurance activities (including EduCheck) and RTO scope updates.</li> <li>• Assist with assessment validation, RPL processes and resource reviews to strengthen training quality.</li> <li>• Prepare minutes, reports and documentation for compliance working groups.</li> <li>• Support adoption of training technologies, including the assessing app, to streamline assessment and reduce duplication.</li> </ul>
KRA 2: Project Implementation & Coordination	<ul style="list-style-type: none"> <li>• Assist with coordinating key training and assessment projects, including elements of the articulated credit model and volunteer educator pathways.</li> <li>• Contribute to project plans, timelines and progress reporting for internal stakeholders.</li> <li>• Support the review and development of policies and procedures aligned with RTO Standards and updated training models.</li> <li>• Help facilitate the rollout and consistent adoption of new policies and procedures across clubs and branches.</li> </ul>
KRA 3: Member Engagement, Communications & Change Support	<ul style="list-style-type: none"> <li>• Assist with preparing and delivering communications, presentations and resources to support members through change.</li> <li>• Engage with clubs, branches and volunteer educators to understand needs and provide guidance.</li> <li>• Help develop and distribute support materials for trainers and assessors.</li> <li>• Attend meetings and contribute to discussions that strengthen relationships and support change adoption.</li> </ul>

<b>CORE RESPONSIBILITIES (ALL STAFF)</b>	
<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
Work Health and Safety	<ul style="list-style-type: none"> <li>• Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace;</li> <li>• Demonstrates duty of care, considers own safety and the safety of others while at work;</li> <li>• Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times;</li> <li>• Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes;</li> <li>• Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation;</li> <li>• Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.</li> </ul>
Organisational Culture	<ul style="list-style-type: none"> <li>• Promotes and encourages personal growth and effective communication.</li> <li>• Understands and supports policies and procedures of the organisation as defined in the Employee Handbook.</li> <li>• Continually contributes to and supports volunteers &amp; staff, including Directors, Branches, Clubs &amp; Members</li> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>• Supports the decisions of SLSNSW Board of Directors and SLSNSW Management</li> <li>• Displays willingness to assist others, shares knowledge openly, cooperates and supports the department.</li> <li>• Receptive and open to feedback</li> <li>• Maintains a positive and constructive attitude that promotes confidence in those around them.</li> <li>• Contributes to staff meetings and promotes the exchange of information throughout the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>Regularly meets with Manager to discuss performance, plans and current issues</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>Exercises initiative in making improvements to work processes and outcomes.</li> <li>Always searches for better ways and strives for best practice.</li> <li>Embraces and adapts to change</li> </ul>

<b>WORKING RELATIONSHIPS</b>
<p>Internal: Works closely with all members of the Training &amp; Education Team alongside the wider Culture &amp; Capability Team. Works also with Surf Life Saving NSW/Australia staff teams, Branch Directors of Education, clubs, trainers and assessors.</p> <p>External: Potential to collaborate with third party system providers, course designers and compliance specialists.</p>

<b>APPROVAL</b>
This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation
Chief Operating Officer _____ Date _____ SLSNSW
Chief Executive Officer _____ Date _____
I have read and understood this document and agree to perform the duties and responsibilities as listed within the list
Employee Name _____
Employee Signature _____ Date _____