

## POSITION DESCRIPTION

<b>Position Title</b>	Education Manager
<b>Position No</b>	
<b>Department</b>	Computing and Information Technology (CAIT)
<b>Faculty/Centre</b>	Cyber Security and Digital Information Technology
<b>Classification</b>	Education Manager – Level 2 (EM 2)
<b>Prepared By</b>	Dean - Cyber Security and Digital Information Technology
<b>Date</b>	July, 2023
<b>Reference No</b>	<i>(To be completed by Human Resources Department)</i>
<b>Approved By</b>	Associate Director - Human Resources
<b>Primary Objectives of Position</b>	<ol style="list-style-type: none"> <li>1. Provide educational and strategic leadership to support the department's strategic planning, operational management and business development processes and the achievement of departmental service targets.</li> <li>2. Lead the development, review and implementation of strategic educational plans and initiatives and support the strategic directions of the Institute through the identification, planning, implementation, marketing and promotion of existing and new programs.</li> <li>3. Drive an environment of customer service and continuous improvement by managing reviews and evaluation of departmental processes in program delivery, assessment strategies and modes of learning to ensure the achievement of educational and organisational objectives.</li> <li>4. Work collaboratively with key educational and business clients and utilise a professional body of knowledge to determine strategies and programs which facilitate the delivery of superior programs and services to client groups.</li> <li>5. Manage compliance with the Australian Skills Quality Authority (ASQA) and funding agreement requirements by: <ul style="list-style-type: none"> <li>▪ supporting the Program Manager to facilitate the implementation of compliance processes</li> <li>▪ preparing and monitoring compliance processes and documentation for the delivery of training courses</li> <li>▪ monitoring faculty data</li> <li>▪ liaising with faculty Education Managers and senior education staff to enable quality assurance and consistency of course delivery.</li> </ul> </li> </ol>
<b>Manager/Supervisor</b>	<p>Head of Department – Computing and Information Technology</p> <p>In relation to faculty specific requirements and responsibilities there may be a need to functionally report to the faculty dean.</p>

<p><b>Subordinates (Where Applicable)</b></p>	<p>Supervisory responsibility for a range of full time, part time and casual teaching staff, as well as administrative, technical support staff across the department.</p>
<p><b>Internal Communication Requirements</b></p>	<ul style="list-style-type: none"> <li>▪ Head of Department, senior educational management and teaching and support staff to ensure integration and maximisation of facilities and resources as well as course compliance and consistency.</li> <li>▪ Specialist support managers, and other relevant staff, to report and address operational matters and negotiate proposed solutions.</li> <li>▪ Dean - Business, Design and IT</li> <li>▪ Participate in internal activities as required, and communicate the Institute's strategic directions, representing the views of both the department and the campus locations supported.</li> <li>▪ Management and staff in departments and faculties across all levels of the Institute as required to perform the duties of the position and to ensure a coordinated, effective and efficient approach to teaching, training and educational opportunities.</li> </ul>
<p><b>External Communication Requirements</b></p>	<ul style="list-style-type: none"> <li>▪ Participate in external activities as required, representing the views of both the Institute and any campus locations supported, in a range of government and industry contexts.</li> <li>▪ Develop and maintain appropriate networks within the Vocational Education and Training (VET) sector including: <ul style="list-style-type: none"> <li>- education providers. public and private Registered Training Organisations (RTOs) and relevant industry organisations</li> <li>- Industry reference committees and relevant Industry Advisory Groups and key industry stakeholders to support the quality and growth of courses</li> <li>- employers, industry representatives and industry regulators as appropriate</li> </ul> </li> </ul> <p>Liaison may be at a local, national or international level.</p> <ul style="list-style-type: none"> <li>▪ Negotiate, consult and liaise with a wide range of organisations (government and non-government) and personnel outside the Institute, and at a variety of levels.</li> <li>▪ Establish business contacts and develop and maintain effective working relationships with a broad range of key external clients and stakeholders to determine strategies and programs which facilitate the provision of superior educational services, advice and information relevant to the operations of the department.</li> </ul>
<p><b>Specific Accountabilities</b></p>	<p><i>Responsibilities of an Education Manager are consistent with the General Context and Task Level for Teachers, Senior Educators and Education Managers included in the relevant Enterprise Agreement.</i></p> <ol style="list-style-type: none"> <li>1. Identify opportunities, and lead the design, development, implementation and evaluation of innovative, customised, high quality and flexible vocational education and training programs and resources which support quality student learning outcomes and efficient business practices.</li> <li>2. Review information, data and systems to make sound business and training decisions and ensure that department activities are consistent with faculty key performance indicators and Institute strategic objectives.</li> </ol>

3. With the Head of Department manage and supervise reporting staff including:
  - the recruitment, selection and the induction of new staff
  - formulation of the department's workforce plan to support the delivery of the program profile
  - preparation of annual program scheduling
  - ensuring that teaching staff have the requisite vocational and educational qualifications to deliver allocated programs
  - communicating and reviewing the allocation of duties through the establishment of workplans, key performance indicators and annual performance management reviews
  - planning relevant professional development activities
  - forecasting future staffing needs to ensure delivery of the program profile.
4. Design and structure the annual department program profile and ensure programs are delivered in accordance with contractual and registration agreements.
5. Prepare documentation, and schedules for unit validation, to ensure all delivery processes and assessment materials meet Institute, training package and ASQA requirements.
6. With the Head of Department:
  - prepare, monitor and report on the department's budget, make recommendations, and participate in activities which promote the department and its projects both internally and externally
  - monitor expected future developments in curriculum and investigate, design, manage and evaluate projects to support the development of the faculty's educational and business objectives, and the long-term strategic directions of the Institute
  - manage the monitoring and reporting of student contact hours, student result entry, teaching hours and income and expenditure for each program within the discipline areas, and report against relevant key performance indicators.
  - prepare employer and Institute reports as required.
7. Provide authoritative leadership, motivation and mentoring to a team of teaching and support staff across the full range of the specified teaching and course areas to:
  - lead innovative and strategic practices including program delivery and assessment methodologies
  - monitor the vocational education and training market, and industry and client feedback, to ensure courses remain competitive and meet client demand
  - manage enrolments and monitor the timely and accurate completion of on-line claiming and resulting for courses and prepare and maintain quality and compliance documentation for courses and programs being delivered
  - conduct regular course meetings to enable effective planning, monitoring, moderation, validation and evaluation to occur
  - guide and support staff in the effective management of difficult student/classroom situations
  - lead and participate in curriculum development and maintenance, and resource development, to ensure course compliance, currency and relevance to industry and student need

- maintain communication processes to ensure that course evaluation occurs and to provide feedback to students/ apprentices on the progress of their units of competency
  - ensure appropriate professional development is undertaken by all VET trainers/teachers in order to remain current with industry standards, competent in accordance with ASQA requirements and therefore qualified to validate educational delivery and assessment standards
  - monitor website information to ensure it accurately describes the delivery of the course
8. Participate in and manage complex negotiation and dispute resolution situations.
  9. Liaise with education managers within the Institute to provide advice on the provision of quality teaching, continuous improvement strategies, assessment and learning models and course management.
  10. Represent and promote the department and the Institute at professional events, forums and conferences and participate in external industry programs to further enhance the reputation of the Institute.
  11. Consult with and advise potential clients including students, business, industry or community groups on training products and services available through the department.
  12. Lead and participate in the student selection process, support students with course advice and progress and address student issues and concerns including matters impacting enrolment targets and course delivery.
  13. Convene Industry Curriculum Advisory Committee validation and moderation panels to ensure course delivery and content is compliant with ASQA standards.
  14. In relation to student administration and support implement operation requirements which:
    - ensure all required student administrative processes, including enrolment and registration, are implemented and completed in accordance with Institute requirements and approved timelines
    - develop training and assessment strategies (TAS) for each student cohort, ensuring involvement with relevant industry representatives, to optimise student outcomes
    - ensure pre-training reviews, including Language, Literacy and Numeracy (LLN) assessments are administered for each student prior to enrolment
    - ensure full and accurate course information, including a statement of fees and training plan, is provided to the student
    - oversee student monitoring and support strategies
    - conduct validation of assessment in accordance with validation schedules.
  15. Provide, or arrange for, additional educational support for individual students as identified in the pre-training review and plan, implement and evaluate teaching and learning strategies to support student progress.
  16. Encourage educational excellence in the development and delivery of courses and educational services, including fee for service activities, across the department and faculty.

## Qualifications

17. Maintain an awareness of trends and opportunities in education and training delivery by appropriate networking and professional development activities.
18. Support the Institute's strategic plan and vision and identify, plan, implement, market and promote existing and new courses, working to ensure that all activities align to the Institute's commitment to quality.
19. Foster a culture of continuous improvement and customer service among teaching and administrative staff and ensure that all activities are conducted in accordance with the requirements of the Holmesglen Management System and relevant regulatory authorities.
20. Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation and relevant regulatory and governance authorities.
21. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
22. Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that staff and departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

### Minimum

- An approved degree, diploma or certificate in a vocational area relevant to the department's operations or approved equivalent tertiary qualifications.
- An approved course of adult teacher training accredited at Australian Qualifications Framework (AQF) Level 6 or above with:
  - studies in adult learning methodology
  - studies in teaching in a Vocational Education environment
  - studies in Applied Research (linked to the Boyer framework of scholarship)
  - 200 hours of supervised teaching practice.
- Certificate IV in Training and Assessment - TAE40116; or
- Certificate IV TAE 40110 including the units TAELN411 & TAEASS502.

### Preferred

- Relevant higher tertiary qualifications in an area relevant to the programs offered by the department.
- Post graduate qualifications in Adult Education or relevant field.
- A relevant management qualification or commitment to undertake a qualification in management and leadership.
- Membership of a relevant professional or industry association.

## Knowledge

- Demonstrated knowledge of compliance requirements, and the development and maintenance of compliance documentation, for ASQA and agreed funding and regulatory authorities.
- An experienced educational professional and leader with high level theoretical, educational and operational knowledge necessary to support the achievement of educational and business objectives.

## Experience

- Demonstrated understanding of the application of a range of adult teaching methodologies, techniques and standards appropriate to the course areas of the department.
- Knowledge of:
  - the relevant industries supported by the department
  - at least one discipline within the allocated areas of responsibility
  - analysis, design and development of adult education learning solutions and life cycle
  - implementation and delivery of training packages
  - curriculum/course material and on-line learning material development
  - staff selection and induction processes
  - course marketing initiatives
  - industry liaison.
- Comprehensive understanding and routine application of the Australian Quality Training Framework (AQTF) 2010 and the Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET providers.
- An understanding of current issues and developments in the vocational education and training (VET) sector with particular emphasis on the areas of responsibility and consequent applicability to industry.
- Understanding and application of the legal and regulatory requirements for the VET context.
- Proficient educational leader and manager with acknowledged experience in leading, motivating and supervising a team of professional teaching and non-teaching staff in the delivery of educational services and outcomes.
- Approved relevant industry experience and the ability to demonstrate currency in vocational workplace competencies relevant to the areas being managed.
- Significant teaching experience, including significant experience as a TAFE teacher in one or more course areas of the department post teacher training.
- Experience in the management and coordination of courses and educational resources, ideally within a post-secondary education institution.
- Experience in delivering high level customer service providing courteous, informative and accurate responses to all enquiries.

## Skills

- Sound educational background with high level interpersonal, organisational, management and communication skills, both written and verbal.
- A highly skilled educational leader with acknowledged excellence in academic leadership and a demonstrated ability to continue to develop, implement and evaluate the educational areas of responsibility.
- Demonstrated ability to:
  - work with, lead and motivate a team of professional staff in a specialist or functional unit towards defined organisation, education and personal goals
  - negotiate, consult and liaise with relevant education and industry stakeholders and contacts

## Key Selection Criteria

- maintain expenditure within given budget limits
- co-ordinate the development and implementation of new and existing courses
- operate with a high degree of responsibility and operational autonomy
- work under pressure whilst continuing to exercise high level judgement and sound business, educational and operational decisions in an environment of competing demands
- deal with sensitive and confidential information, as well as the ability to use initiative to identify appropriate and relevant solutions to identified issues
- adapt to and lead change management and continuous improvement processes.
- Significant initiative, sound judgment and reliable leadership at all times in carrying out the requirements of the position.

In addition to qualification requirements the incumbent will have:

1. Proven educational leadership and management skills and significant experience as a teacher or coordinator in one or more program areas of responsibility.
2. A thorough understanding of the TAFE system, its structures and operations, including knowledge of industry training requirements for the VET sector generally and regulatory, compliance and reporting requirements in the particular areas of responsibility.
3. A demonstrated ability to supervise, lead and motivate a team of professional staff towards the achievement of defined strategic organisational and educational objectives.
4. Highly developed interpersonal and written and verbal communication skills including the ability to initiate and manage industry partnerships and strategic alliances, negotiate effectively and work through issues constructively with staff, students and relevant stakeholders.
5. Demonstrated highly developed conceptual and analytical skills, a capacity to plan training programs and related activities and effectively lead and/or participate in the development of new educational initiatives consistent with strategic directions.
6. Financial and physical resource management and budgeting skills and demonstrated ability to develop and implement relevant strategic, legislative, operational and client focussed plans.

## Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level, may be allocated.
- Due to the nature of the position, there is a requirement to accommodate flexible working hours and attendance requirements.
- The Incumbent may be required to perform his/her duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a current Victorian Employee Working with Children check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.