



Role Description – Full Version

Official Designation	Quality Assurance and Compliance Officer
Shortened Designation	Quality Officer
Member of Team:	Operations, Management and Administration (OMA or Ops)
Reports to:	Director of Operations Chief Executive Officer
Works with:	All team members

Role Duties

New Zealand Qualifications Authority

External Evaluation and Review

Areas	Tasks
Prepare for External Evaluation and Review (EER)	<ul style="list-style-type: none">• Liaise with the New Zealand Qualifications Authority (NZQA) and NaSA team to hold the EER during a mutually agreeable time of the year• Gather and document evidence NZQA may require as part of the self-assessment summary and the EER itself• Complete NZQA documentation required before the EER itself and submit to NZQA and the EER lead evaluator• Work with the NaSA team to adequately prepare for the EER
Undertake the EER	<ul style="list-style-type: none">• Act as the NaSA lead or one of the NaSA leads during the EER• Produce evidence when and where required to the EER lead evaluator and any other evaluators• Attend interviews and answer questions with EER lead evaluator and any other evaluators• Ensure factual accuracy and understanding to and from the EER team and the NaSA team
Review the draft EER report	<ul style="list-style-type: none">• Analyse the draft EER report.• Ensure factual accuracy in the draft EER report, seeking clarification from other NaSA team members, where and when required• Reply to NZQA with any mistakes or errors in the draft EER report and ensure all aspects of the EER report are valid, consistent, accurate, and fair.

Areas	Tasks
Review and act on any non-conformities or suggestions highlighted in the final EER report	<ul style="list-style-type: none"> Analyse the final EER report. Identify and report any non-conformities and suggestions highlighted in the final EER report Work with both Education and Ops teams to rectify any non-conformities through corrective actions
Document changes in a central register for future reference	<ul style="list-style-type: none"> Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) Document any additions and changes made in the central register

Qualification Consistency Reviews

Areas	Tasks
Prepare for Qualification Consistency Reviews	<ul style="list-style-type: none"> Confirm date and time with NZQA via email Fill out the qualification consistency review self-assessment report Gather and document evidence NZQA may require as part of the qualification consistency review Create the accompanying PowerPoint presentation that will be shown during the qualification consistency review Submit the qualification consistency review self-assessment report and documentation to NZQA Before the qualification consistency review, submit the PowerPoint presentation to NZQA
Participate in the Qualification Consistency Reviews	<ul style="list-style-type: none"> Participate in the qualification consistency review meeting Present the PowerPoint presentation to the group Discuss any issues NaSA has regarding the qualification After the meeting, submit the follow-up qualification consistency review paperwork to NZQA
Review the draft Qualification Consistency Review reports	<ul style="list-style-type: none"> Analyse the draft qualification consistency review report. Ensure factual accuracy in the draft qualification consistency review report, seeking clarification from other NaSA team members, where and when required Reply to NZQA with any mistakes or errors in the draft qualification consistency review report and ensure all aspects of the qualification consistency review report are valid, consistent, accurate, and fair.

Areas	Tasks
Review and act on any non-conformities or suggestions highlighted in the final Qualification Consistency Review reports	<ul style="list-style-type: none"> Analyse the final qualification consistency review report. Identify and report any non-conformities and suggestions highlighted in the final qualification consistency review report Work with both Education and Ops teams to rectify any non-conformities through corrective actions
Document changes in a central register for future reference	<ul style="list-style-type: none"> Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) Document any additions and changes made in the central register

Programme Approvals

Areas	Tasks
Create and maintain programme approval documentation	<ul style="list-style-type: none"> Create and maintain programme approval documentation (in conjunction with the Director of Operations and other team members)
Gain stakeholder feedback on programme approvals	<ul style="list-style-type: none"> Gain, analyse, and incorporate stakeholder feedback into the programme approval application / documentation / supporting documentation as per Consultation and Relationships with Stakeholders Seek approval to continue from Toitū Te Waioira Workforce Development Council (WDC)
Submit new programme approvals and programme approval changes to NZQA	<ul style="list-style-type: none"> Create the application via the NZQA Web site for a new programme or alterations to an existing programme Submit the application via the NZQA Web site Work with the NZQA Approvals and Accreditation team to ensure the programme is approved and accredited (possibly in conjunction with the Director of Operations and other team members) Liaise with team members to correct any areas that need to be corrected before approval and accreditation is granted and update paperwork to reflect these changes Ensure the programme is approved and accredited by NZQA
Distribute new or updated syllabuses to education team members	<ul style="list-style-type: none"> Once approved and accredited, help distribute new or updated syllabuses to education team members (shared responsibility with Director of Operations and Principal)

Areas	Tasks
Monitor changes in the New Zealand qualifications and update programme approvals and syllabus accordingly	<ul style="list-style-type: none"> • Monitor the New Zealand qualifications for any changes that may take place • Analyse the changes • Meet with the NaSA team to discuss these changes • Update the programme approval document and syllabus to reflect these changes (in conjunction with other NaSA team members), if required • Submit the updated programme approval documentation and syllabus to NZQA for approval and accreditation, if required
Ensure changes made in the programme approval document and other associated documents are incorporated into other documentation	<ul style="list-style-type: none"> • Analyse the changes to policies, procedures, rules, regulations, and so on made due to the programme approval document • Incorporate these changes into other documentation (QMS, Student Handbook, et cetera) • Ensure team members and students are aware of these changes • Monitor the changes have been implemented correctly
Document changes in a central register for future reference	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register

Assessment and Moderation Support

Areas	Tasks
Assist in creating and maintaining a moderation schedule	<ul style="list-style-type: none"> • Assist the Principal and other education team members in creating and maintaining a moderation schedule
Assist in creating, maintaining, and monitoring assessment and moderation templates	<ul style="list-style-type: none"> • Assist the Principal and other education team members in creating, maintaining, and monitoring both assessment templates and moderation templates • Advise on industry best-practice for assessment and moderation templates and practices
Assist in linking Graduate Profile Outcomes (GPOs), course codes, and learning outcomes to assessment and moderation documentation	<ul style="list-style-type: none"> • Assist the Principal and other education team members in linking GPOs, course codes, and learning outcomes in various assessment documentation and moderation documentation • Assist the Principal and other education team members in ensuring these links are valid, consistent, and accurate

Areas	Tasks
Document changes in a central register for future reference	<ul style="list-style-type: none"> Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) Document any additions and changes made in the central register

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Areas	Tasks
Monitor the Code of Practice for current requirements and regulations	<ul style="list-style-type: none"> Ensure the school is adhering to the most recent version of the Code of Practice Monitor the Code of Practice for any upcoming changes Analyse any upcoming changes to the Code of Practice Plan and adapt to any upcoming changes to the Code of Practice, when and where applicable
Identify gaps in evidence and practice against the Code of Practice	<ul style="list-style-type: none"> Identify any gaps in evidence and gaps in practice against the Code of Practice Plug those gaps (possibly with other NaSA team members) to ensure we meet our obligations under the Code of Practice
Ensure the school's policies, procedures, practices, et cetera align with the Code of Practice requirements	<ul style="list-style-type: none"> Identify where the school is compliant and where it has gaps Plug gaps (possibly with other NaSA team members) to ensure our policies, procedures, practices, et cetera are aligned to the Code of Practice's requirements
Ensure NaSA team members are educated about and meet their obligations under the Code of Practice	<ul style="list-style-type: none"> Ensure NaSA team members are educated about the Code, its requirements, and what we do to ensure we meet the Code of Practice Ensure NaSA team members are meeting our obligations under the Code of Practice
Obtain, analyse, and incorporate student and stakeholder feedback on Code of Practice requirements (with the Student Liaison Officer and other team members)	<ul style="list-style-type: none"> Use the processes in the Outcomes and Quality Assurances section to obtain, analyse, and incorporate student and stakeholder feedback on the Code of Practice requirements Work with the Student Liaison Officer and other NaSA team members on obtaining feedback and input
Engage with students to gain feedback in relation to the Code of Practice (with the Student Liaison Officer and other team members)	<ul style="list-style-type: none"> Work with the Student Liaison Officer (and possibly other NaSA team members) to engage with students to gain feedback in relation to the Code of Practice (for example, possibly a Student Council)

Areas	Tasks
Create and monitor various resources for student safety and wellness (with the Student Liaison Officer and other team members)	<ul style="list-style-type: none"> Create, monitor and update various resources for student safety and wellness (with the Student Liaison Officer and other team members) in relation to the Code of Practice Ensure these resources are in plain English and available on our Web site (in conjunction with the Director of Operations)
Ensure documentation given to students meets the requirements of the Code of Practice (in conjunction with Director of Operations and other NaSA team members)	<ul style="list-style-type: none"> Ensure all pre-application, application, interview, enrolment, and post-enrolment paperwork meet the requirements of the Code of Practice (with the Director of Operations) Ensure the Student Handbook, course information pack, and Web site meet the requirements of the Code of Practice (with the Director of Operations) Ensure all orientation documentation and information meet the requirements of the Code of Practice (with the Director of Operations)
Document changes in a central register for future reference	<ul style="list-style-type: none"> Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) Document any additions and changes made in the central register

Continuous Registration, Approval and Accreditation Requirements

Areas	Tasks
Comply with NZQA rules	<ul style="list-style-type: none"> Check and monitor the NZQA guidelines for maintaining NZQA registration Ensure the school continues to meet its obligations under these regulations Identify and correct any non-compliances, corrective actions and preventative actions so the school remains compliant Ensure compliance where regulations may change by going through the correct processes to establish new or adapt existing policies, procedures, rules, regulations, and so on
Ensure the school's policies and resources meet NZQA maintenance requirements (in conjunction with other Ops team members)	
Ensure student welfare and rights as per the NZQA regulations are adequate and maintained (in conjunction with other Ops team members)	
Ensure the education and training the school delivers are adequate and maintained as per the NZQA regulations (in conjunction with other team members)	

Areas	Tasks
Undertake organisational self-assessment activities	<ul style="list-style-type: none"> As per Organisational Self-Assessment section
Undertake any additional registration, approval and accreditation requirements	<ul style="list-style-type: none"> Create, update, submit, and monitor any additional registration, approval and accreditation needed, possibly in conjunction or consultation with other NaSA team members

Fit and proper person declaration and Conflict of interest declaration

Areas	Tasks
Download, fill out, and submit required forms to NZQA	<ul style="list-style-type: none"> Download the required forms (fit and proper person declaration and conflict of interest declaration) for any new senior team members or changes in statuses of senior team members Comprehend and analyse the form to ensure we supply the correct answers Fill out the forms (where you can) or take the forms to the correct person Scan and submit the required forms to NZQA via the NZQA Web site or email Ensure the submission is accepted and / or acknowledged File the forms in the correct area (filing cabinet) and also save the forms to the server in the correct area

Annual Reporting and Other Reporting Requirements

Fee Protection audit – usually once a year

Areas	Tasks
Assist with the Fee Protection audit	<ul style="list-style-type: none"> Assist the Ops team in engaging in the Fee Protection audit with our external auditors, Public Trust, and NZQA, if required
Submit Fee Protection audit documentation	<ul style="list-style-type: none"> Submit the Fee Protection audit documentation to NZQA via the NZQA Web site or email Ensure the submission is accepted and / or acknowledged

Annual form submissions – usually once a year

Areas	Tasks
Download, fill out, and submit required forms to NZQA	<ul style="list-style-type: none"> • Download the required forms for annual reporting, such as the Annual Statutory declaration form • Comprehend and analyse the form to ensure we supply the correct answers • Fill out the forms (where you can) or take the forms to the CEO and guide him to fill out the forms correctly • Scan and submit the required forms to NZQA via the NZQA Web site or email • Ensure the submission is accepted and / or acknowledged • File the forms in the correct area (filing cabinet or file room) and also save the forms to the server in the correct area

Other Areas Including Consultation

Areas	Tasks
Respond to consultation	<ul style="list-style-type: none"> • Review consultation from NZQA or other Government departments (Ministry of Education, TEC, et cetera) • Gather feedback from relevant members of the NaSA team about the consultation underway • Incorporate the feedback into the school's submission • Submit the feedback to the appropriate body • Review the results of the consultation • Advise and make changes (if required) due to any new rules, regulations, or laws put into place
Undertake any additional documentation or reporting	<ul style="list-style-type: none"> • Create, update, submit, and monitor any additional documentation or reporting needed, possibly in conjunction or consultation with other NaSA team members

Other NZQA Tasks and Exercises

Areas	Tasks
Undertake any other NZQA tasks or exercises as required	<ul style="list-style-type: none"> • As required

Ministry of Education

Single Data Return

Areas	Tasks
Complete the Single Data Return (SDR)	<ul style="list-style-type: none"> • Ensure all students are fully and accurately enrolled in all courses and programmes. (Can be performed in conjunction with or by another Ops team member.) • Ensure all withdrawals are correctly and accurately accounted for. (Can be performed in conjunction with or by another Ops team member.) • Extract all SDR files from the student management system. • Upload all SDR files to TEC and the Ministry of Education through STEO. • Ensure all SDR files are accepted. • Calculate future funding in line with the TEC Mix of Provision submitted as part of the Investment Plan funding round. • Submit the SDR on STEO. • Print the various sections of the SDR report. • Get the CEO to sign the broad summary, course completion, and programme completion sheets. • Submit the broad summary, course completion, and programme completion sheets to TEC via email.
Complete the annual staffing return	<ul style="list-style-type: none"> • Download and complete the staffing return from the STEO site. • Ensure the data is correct. • Submit the staffing return via STEO by the due date.

Other Areas Including Consultation

Areas	Tasks
Respond to consultation	<ul style="list-style-type: none"> • Review consultation from the Ministry of Education or Minister of Education or other Government departments (NZQA, TEC, et cetera) • Gather feedback from relevant members of the NaSA team about the consultation underway • Incorporate the feedback into the school's submission • Submit the feedback to the appropriate body • Review the results of the consultation • Advise and make changes (if required) due to any new rules, regulations, or laws put into place
Undertake any additional documentation or reporting	<ul style="list-style-type: none"> • Create, update, submit, and monitor any additional documentation or reporting needed, possibly in conjunction or consultation with other NaSA team members

Other Ministry of Education Tasks and Exercises

Areas	Tasks
Undertake any other Ministry of Education tasks or exercises as required	<ul style="list-style-type: none"> As required

Workforce Development Council

Areas	Tasks
Engage in and respond to consultation	<ul style="list-style-type: none"> Review consultation from Toitū te Waiora Workforce Development Council (WDC) Gather feedback from relevant members of the NaSA team about the consultation underway Incorporate the feedback into the school's submission Submit the feedback to the WDC Review the results of the consultation Advise and make changes (if required) due to the outcome of the consultation
Undertake any other WDC tasks or exercises as required	<ul style="list-style-type: none"> As required

Tertiary Education Commission

Annual Funding Application (Investment Plan and Supporting Documents)

Areas	Tasks
Create, submit, update and monitor the Investment Plan	<ul style="list-style-type: none"> Create the Investment Plan, if required, ensuring all relevant parties are involved Submit the Investment Plan, if required, to TEC by the deadline with all supporting documentation Update or alter the Investment Plan, if required and as needed, with input from all relevant parties Ensure we meet the requirements of our commitments explained in the Investment Plan, if required Report any non-compliances to the relevant NaSA management members and provide advice on how to correct and / or prevent the non-compliances Correct and / or prevent the non-compliances

Areas	Tasks
Populate, submit, update, and monitor the Mix of Provision (MoP funding template)	<ul style="list-style-type: none"> • Populate the Mix of Provision funding template with subsidy funding information calculated within internal databases • Submit the MoP funding template to TEC by the deadline with all supporting documentation (where needed) • Update or alter the MoP funding template as required by TEC after consultation with NaSA management • Ensure we meet the requirements of MoP funding template (see subsidy funding section)
Populate, submit, update, and monitor the Educational Performance Indicator Commitment (EPIC template)	<ul style="list-style-type: none"> • Populate the Educational Performance Indicator Commitment (EPIC) template with the required performance commitments (using previous EPIC templates to compare with) • Submit the EPIC template to TEC by the deadline with all supporting documentation (where needed) • Update or alter the EPIC template as required by TEC after consultation with NaSA management • Ensure we meet or exceed our commitments (see Outcomes and Quality Assurance)
Undertake any additional documentation or reporting	<ul style="list-style-type: none"> • Create, update, submit, and monitor any additional documentation or reporting needed, possibly in conjunction or consultation with other NaSA team members

Determining, Updating, Monitoring, and Reporting Subsidy Funding

Areas	Tasks
Determine subsidy funding	<ul style="list-style-type: none"> • Determine subsidy funding, EFTS, and funding category for new courses and new programmes to ensure the new programmes are financially viable and budgets can be created, and discuss with the wider Ops team to ensure consistency and gain approval from the CEO • Enter the correct EFTS and funding categories for new courses and new programmes into the student management system • Extract course information from the student management system and submit to TEC via STEO for approval (ensuring course fees and other information is included). • Ensure TEC approves the courses for funding and delivery via STEO.

Areas	Tasks
Update subsidy funding	<ul style="list-style-type: none"> • Input the annual increases in subsidy funding in internal databases as per the rates reported by TEC • If there is a change in rates, subsidy types, and / or rate types: <ul style="list-style-type: none"> ○ determine how these changes will affect programme and course funding ○ report findings to financial officer and other Ops team members (as required) ○ minimise risk and maximise opportunities with these changes
Monitor subsidy funding	<ul style="list-style-type: none"> • Track subsidy funding "consumption" versus forecasts / TEC Mix of Provision (MoP template) • Report underperformance / spot-on performance / overperformance to financial officer, Student Liaison Officer (for recruitment purposes), and Director of Operations • Liaise with internal team members and TEC with regards to any underperformance or overperformance (corrective / preventative actions)
Report subsidy funding	<ul style="list-style-type: none"> • Report subsidy funding "consumption" through the Single Data Return (see Single Data Return)

Setting, Updating, Monitoring and Reporting Student Fees

Areas	Tasks
Set student fees	<ul style="list-style-type: none"> • Determine course fees and compulsory course costs for new courses and new programmes, ensuring they fall within established TEC parameters, and discuss with wider Ops team to ensure consistency and gain approval from the CEO. • Enter course fees and compulsory course costs for new courses and programmes into the student management system. • Extract course information from the student management system and submit to TEC via STEO for approval (ensuring subsidy and other information is included). • Ensure TEC approves the courses for funding and delivery via STEO.

Areas	Tasks
Update student fees	<ul style="list-style-type: none"> Calculate the annual increases in course fees and compulsory course costs in internal databases, taking into account the Annual Maximum Fee Movement (AMFM) Input the annual increases in course fees and compulsory course costs in the student management system Extract the annual increases in course fees and compulsory course costs in the student management system and upload them to STEO for TEC approval
Monitor student fees	<ul style="list-style-type: none"> Ensure student fees are correctly entered in the student management system, STEO, Fees Free template, and so on. Ensure student fees are being allocated correctly to Public Trust account, when and where needed. (Another Ops team member allocates the fees; you are responsible for ensuring we meet our compliance obligations.) Ensure students who are gaining Recognition of Prior Learning are being charged the correct fees, when and where needed. (Another Ops team member will calculate the fees and complete the RPL process; you are responsible for ensuring we meet our compliance obligations.)
Report student fees	<ul style="list-style-type: none"> Report student fees through the following mechanisms: <ul style="list-style-type: none"> Single Data Return (see Single Data Return) Fees Free template (see Updating, Monitoring and Reporting Fees Free) Any other returns as required

Updating, Monitoring and Reporting Fees Free

Areas	Tasks
Populate Fees Free templates and ensure the data is verifiable	<ul style="list-style-type: none"> Populate the Fees Free template with the course fees and course related costs and their associated courses from each programme from internal databases (beginning of year) Populate the Fees Free template with the National Student Numbers (NSNs) of all eligible Fees Free students (both full and partial) with their associated courses from each programme (after each intake) Ensure the data in the Fees Free template can be verified by TEC systems (for example: EFTS to four decimal places, all data in the correct format)

Areas	Tasks
Update, correct, and submit the Fees Free template each month	<ul style="list-style-type: none"> Download the Fees Free template for that specific month from TEC Workspace Update withdrawals within the Fees Free template for the corresponding month (for example, a withdrawal in March before the cut-off date goes into the March template or after the cut-off date goes into the April template) Correct any errors identified in the Fees Free template before submitting the next template
Download, analyse, and report on Fees Free external reports	<ul style="list-style-type: none"> Download the All Enrolments and Cost Data Validation report from TEC Workspace Analyse the data and note any errors (correct any errors that can be corrected in the Fees Free template) Download the Multiple Providers and Cap Limit report from TEC Workspace Analyse the data and report any inconsistencies or students who are over their cap limit to team members Report partial Fees Free students' Fees Free allocation to the Ops team member responsible for entering payments into the invoice system to ensure the correct amount of Fees Free is allocated to those specific students
Track, report and update Fees Free consumption internally	<ul style="list-style-type: none"> Track Fees Free consumption Report Fees Free consumption to financial officer Update Fees Free consumption to financial officer (as needed)

Financial Viability Audit – Usually once per year

Areas	Tasks
Assist the Ops team in engaging in the Financial viability audit	<ul style="list-style-type: none"> Assist the Ops team in engaging in the financial viability audit with our external auditors and TEC, if required

TEC Audit – Usually every 4 years

Areas	Tasks
Prepare for a TEC audit	<ul style="list-style-type: none"> • Liaise with the TEC and NaSA team to hold the audit during a mutually agreeable time of the year • Gather and document evidence TEC may require as part of the TEC audit • Complete TEC documentation required before the audit itself and submit to TEC and the TEC auditor • Work with the NaSA team to adequately prepare for the audit, if required
Undertake the TEC audit	<ul style="list-style-type: none"> • Act as the NaSA lead or one of the NaSA leads during the audit • Produce evidence when and where required to the TEC auditor • Attend interviews and answer questions with TEC auditor • Ensure factual accuracy and understanding to and from the TEC auditor and the NaSA team
Review the draft TEC audit report	<ul style="list-style-type: none"> • Analyse the draft TEC audit report • Ensure factual accuracy in the draft TEC audit report, seeking clarification from other NaSA team members, where and when required • Reply to TEC with any mistakes or errors in the draft TEC audit report and ensure all aspects of the TEC audit report are valid, consistent, accurate, and fair.
Review and act on any non-conformities or suggestions highlighted in the final TEC audit report	<ul style="list-style-type: none"> • Analyse the final TEC audit report. • Identify and report any non-conformities and suggestions highlighted in the final TEC audit report • Work with both Education and Ops teams to rectify any non-conformities through corrective actions

Other Areas Including Consultation

Areas	Tasks
Respond to consultation	<ul style="list-style-type: none"> • Review consultation from TEC or other Government departments (Ministry of Education, NZQA, et cetera) • Gather feedback from relevant members of the NaSA team about the consultation underway • Incorporate the feedback into the school's submission • Submit the feedback to the appropriate body • Review the results of the consultation • Advise and make changes (if required) due to any new rules, regulations, or laws put into place

Areas	Tasks
Document changes in a central register for future reference	<ul style="list-style-type: none"> Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) Document any additions and changes made in the central register
Undertake any additional documentation or reporting	<ul style="list-style-type: none"> Create, update, submit, and monitor any additional documentation or reporting needed, possibly in conjunction or consultation with other NaSA team members

Other TEC Tasks and Exercises

Areas	Tasks
Undertake any other TEC tasks or exercises as required	<ul style="list-style-type: none"> As required

Quality Management Systems

Organisational Self-Assessment

Areas	Tasks
Create and maintain an organisational self-assessment schedule	<ul style="list-style-type: none"> Create an organisational self-assessment schedule (for example, which policies and procedures will be reviewed and updated when) Maintain the organisational self-assessment schedule (for example, policy A was reviewed in June 2022, these are the results, and it will be reviewed again in June 2024)

Areas	Tasks
Undertake organisational self-assessment activities	<ul style="list-style-type: none"> • Review policies, procedures, rules, regulations and so on as per the organisational self-assessment schedule and as needed (in corrective and preventative action cases) • Ensure policies, procedures, rules, regulations and so on meet legal, Government and international governing body requirements when and where applicable • Review and analyse feedback and outcomes to identify any critical areas that need to be addressed (for example, Maori course completion rates have dropped) • Where a policy, procedure, rule, regulation and so on needs to be created, altered or updated, seek input and feedback from the appropriate NaSA team members (and possibly other stakeholders) • Consider the feedback when creating, altering, or updating a policy, procedure, rule, regulation and so on and incorporate the feedback if possible or necessary • Finalise the new, altered, or updated policies, procedures, rules, regulations and so on with the Director of Operations to ensure plain English wording (where possible) in preparation for implementation • Undertake corrective and preventative actions to help correct any non-conformances or performance issues
Implement any changes made as a result of organisational self-assessment activities	<ul style="list-style-type: none"> • Ensure the policies, procedures, rules, regulations and so on are published in the correct documents / Web sites and are consistent across those platforms (other Ops team members may assist in this) • Educate team members and students about the policies, procedures, rules, regulations and so on to ensure team members and students know about them and how to use them
Ensure policies and procedures are being used correctly	<ul style="list-style-type: none"> • Monitor the use of policies, procedures, rules, regulations and so on to ensure team members and students are abiding by them • If not, educate team members and students about the policies, procedures, rules, regulations and so on to ensure team members and students know about them and how to use them (corrective actions) • If they are no longer fit-for-purpose or no longer meet the Government's or governing bodies' requirements, review the policies, procedures, rules, regulations and so on

Areas	Tasks
Create and maintain a resource list	<ul style="list-style-type: none"> • Create and maintain a list of the resources within the school • Monitor any gaps to the resources in the school • Advise the CEO or senior NaSA management about any gaps within the resources in the school (what we have versus what we need according to Government's or international governing bodies' requirements) • Ensure the gaps are filled, whenever and wherever possible, and update documentation to reflect this
Document organisational self-assessment activities and their results	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register
Undertake any other organisational self-assessment exercises as required	<ul style="list-style-type: none"> • As required

Policies and Procedures

Areas	Tasks
Create new policies and procedures as required	<ul style="list-style-type: none"> • Draft new policies, procedures, rules, regulations, and so on to meet requirements or fill a gap, ensuring they meet Government and / or governing bodies' guidelines or requirements • Meet with appropriate members of the team to seek feedback on the new policies, procedures, rules, regulations and so on to ensure appropriateness and consistency • Finalise the new policies, procedures, rules, regulations, and so on with the Director of Operations to ensure plain English wording (where possible) in preparation for implementation

Areas	Tasks
Audit and review policies and procedures	<ul style="list-style-type: none"> • Review existing policies, procedures, rules, regulations and so on to ensure they are fit-for-purpose, ensuring they meet Government's and / or governing bodies' guidelines or requirements • Meet with appropriate members of the team to seek feedback on the existing policies, procedures, rules, regulations and so on to ensure appropriateness and consistency • Alter the existing policies, procedures, rules, regulations and so on if required • Run the alterations by the appropriate members of the team to seek feedback on the altered policies, procedures, rules, regulations and so on to ensure appropriateness and consistency • Finalise the altered policies, procedures, rules, regulations, and so on with the Director of Operations to ensure plain English wording (where possible) in preparation for implementation
Implement policies and procedures	<ul style="list-style-type: none"> • Ensure the policies, procedures, rules, regulations and so on are published in the correct documents / Web sites and are consistent across those platforms (other Ops team members may assist in this) • Educate team members and students about the policies, procedures, rules, regulations and so on to ensure team members and students know about them and how to use them
Ensure policies and procedures are being used correctly	<ul style="list-style-type: none"> • Monitor the use of policies, procedures, rules, regulations and so on to ensure team members and students are abiding by them • If not, educate team members and students about the policies, procedures, rules, regulations and so on to ensure team members and students know about them and how to use them (corrective actions) • If they are no longer fit-for-purpose or no longer meet the Government's or governing bodies' requirements, review the policies, procedures, rules, regulations and so on
Document changes in a central register for future reference	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register

Areas	Tasks
Undertake any policies and procedures exercises as required	<ul style="list-style-type: none"> As required

Ensuring Compliance

Areas	Tasks
Ensure the school meets its obligations with the Government (NZQA, TEC, et cetera) and international governing bodies	<ul style="list-style-type: none"> Analyse the requirements of Government and international governing bodies for changes or gaps in our current approach Identify and correct any non-compliances via current or new mechanisms (in consultation with other NaSA team members)
Ensure the school meets its legal requirements (Privacy Act, et cetera) within the confines of the compliance role	<ul style="list-style-type: none"> Analyse the requirements of legislation the school may fall under for changes or gaps in our current approach Identify and correct any non-compliances via current or new mechanisms (in consultation with other NaSA team members) "Within the confines of the compliance role" means that, for example, the Quality Officer may not be responsible for ensuring staff contracts meet legal requirements.
Gather and maintain staff CVs, qualifications, and other documentation required by Government departments and international governing bodies	<ul style="list-style-type: none"> Obtain staff CVs and qualifications (and other required documentation) from either the team member or the CEO Scan or save the CVs and qualifications (and other required documentation) on the relevant part of the server for future reference Maintain the CVs and qualifications (and other required documentation), adding new qualifications and information as needed, on the relevant part of the server for future reference Distribute the CVs and qualifications (and other required documentation) as part of quality assurance exercises, when and where needed
Maintain and update programme and course information in our student management system (SMS) to reflect information the Government holds	<ul style="list-style-type: none"> Enter new programme and new course information in our SMS that reflects the information government departments hold (i.e. course information on STEO) Maintain and update programme and course information in our SMS (i.e. update fees every year) and submit that information to government departments

Areas	Tasks
Ensure intakes with correct information are created and maintained in our student management system	<ul style="list-style-type: none"> • Create new intakes (or clone existing intakes) for the following year <i>after</i> price increases are lodged with TEC (if required) • Ensure recognition of prior learning (RPL) and cross crediting (CC) measures are in place (where required) • Ensure information matches with approvals information
Double-check student information and enrolment information in our student management system before submission to the Government	<ul style="list-style-type: none"> • Obtain the student files from the Student Liaison Officer and double check all information in the student management system matches the information in the students' application and enrolment forms • Ensure students are enrolled in the correct intake / enrolment pattern with all applicable RPL and CC are correctly applied
Assist education staff with and document professional development	<ul style="list-style-type: none"> • Encourage the education team members to research professional development and undertake professional development • Create and maintain a register recording professional development undertaken by education team members (and possibly Ops team members) • Create and maintain an annual schedule documenting professional development to be undertaken by education team members (and possibly Ops team members) – may be part of the larger register
Create, maintain and distribute an emergency list of NaSA staff contact details	<ul style="list-style-type: none"> • Create and maintain an emergency list of NaSA staff contact details • Distribute an emergency list of NaSA staff contact details to all team members (cell phone and email addresses only to non-management members)
Document changes in a central register for future reference	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register
Undertake any other compliance exercises as required	<ul style="list-style-type: none"> • As required

Outcomes and Quality Assurance

Student Journey and Outcomes

Areas	Tasks
<p>Gather, document and analyse data on; establish patterns in; identify corrective and preventative actions about; and give and implement improvements on:</p> <ul style="list-style-type: none"> • Withdrawals and retention • Course (component) completion rates • Programme completion rates • Targeted student outcome rates (Māori, Pacific Peoples, under 25s, et cetera) • Employment and further study outcomes 	<ul style="list-style-type: none"> • Gather data • Document data • Analyse data • Identify any patterns in data • Report on findings • Identify corrective and preventative actions (non-conformances) • Give recommendations about improvements • Possibly help or be responsible for implementing actions to improve outcomes
<p>Gather, document, and analyse data on; establish patterns in; identify corrective and preventative actions about; and give and implement improvements on:</p> <ul style="list-style-type: none"> • Student experience (via one-on-one interactions, speaking with other team members, a student council-like forum, et cetera) • Programme evaluations • Graduate Profile Outcome evaluations (input from graduates and industry employers) • Employer evaluations 	<ul style="list-style-type: none"> • Gather data • Document data • Analyse data • Report on findings • Identify any patterns in data • Identify corrective and preventative actions (non-conformances) • Give recommendations about improvements • Possibly help or be responsible for implementing actions to improve outcomes
<p>Document changes in a central register for future reference</p>	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register

Feedback and Complaints

Areas	Tasks
Gather, process, and register feedback where and when required	<ul style="list-style-type: none"> • Gather unsolicited feedback from students and others, sometimes coming through other team members • Analyse and process the feedback for any information that may need to be relayed on to other team members • Create or alter policies, procedures, and so on if the feedback and its analysis identify a gap (in consultation with and conjunction with other team members) • Relay any relevant feedback to other team members, including any changes in policies, procedures, and so on • Register the feedback and changes for future use (organizational self-assessment, EER, et cetera)
Gather, process, help resolve or report upon, respond to, and register complaints where and when needed	<ul style="list-style-type: none"> • Gather unsolicited complaints from students and others, where required • Analyse and process the complaint, where required • Possibly investigate the complaint, where required, with one or more other team members • Gather evidence and triangulate, where required • Help resolve and / or report upon the complaint, where required • Create or alter policies, procedures, and so on if the complaint and its analysis identify a gap (in consultation with and conjunction with other team members) • Relay any relevant complaint information to other team members, including changes in policies, procedures, and so on • Register the complaint and any changes for future use (organizational self-assessment, EER, et cetera)
Document changes in a central register for future reference	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register

Consultation and Relationships with Stakeholders

Areas	Tasks
Gather, process, and register consultation feedback from stakeholders where and when required	<ul style="list-style-type: none"> • Create and update consultation materials and surveys to gather feedback from consultation • Gather consultation feedback from stakeholders • Analyse and process the feedback for patterns and results • Seek further feedback if required and where appropriate • Use the consultation feedback data to inform policies, procedures, rules, regulations, report data, and so on • Create or alter policies, procedures, and so on if the feedback and its analysis identify a gap (in consultation with and conjunction with other team members) • Relay any relevant feedback to other team members, including any changes in policies, procedures, and so on • Register the feedback and changes for future use (organizational self-assessment, EER, et cetera)
Cultivate and nurture working relationships with stakeholders (in conjunction with other team members)	<ul style="list-style-type: none"> • Work with other NaSA team members to cultivate and nurture working relationships with stakeholders to help gain better and more reliable feedback during consultation (example: Principal for clinic owners and managers, Student Liaison Officer with students)
Document changes in a central register for future reference	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register

Other Outcomes and Quality Assurance Tasks and Exercises

Areas	Tasks
Undertake any other outcomes and quality assurance tasks or exercises as required	<ul style="list-style-type: none"> • As required

International Governing Bodies

Areas	Tasks
Send the international governing body (IGB) relevant reports and documents for quality assurance and monitoring purposes	<ul style="list-style-type: none"> • Answer the questions asked as part of the quality assurance exercise • Upload / update documents on OneDrive for quality assurance purposes • Reference documents in the quality assurance report • Send quality assurance report and link to OneDrive to IGB
Participate in IGB quality assurance meetings	<ul style="list-style-type: none"> • Take the lead or be one of the leads in the quality assurance meeting • Answer questions and direct the examiner / auditor to the location of evidence / documentation
Follow up with any further information or documentation the IGB needs	<ul style="list-style-type: none"> • Identify any further evidence or documentation the IGB may need • Compile the further evidence or documentation • Submit the further evidence or documentation to the IGB
Disseminate important information from the IGB report / disseminate the IGB report and discuss any non-compliances / corrective actions / preventative actions	<ul style="list-style-type: none"> • Receive or download the information or report via email or via secure Web site • Print and disseminate the information or report to the relevant NaSA team members • Discuss non-compliances, corrective actions, and preventative actions identified from the information or report • Create an action plan to deal with the non-compliances, corrective actions, and preventative actions (with input from NaSA team members) • Implement and monitor the action plan to ensure non-compliances, corrective actions, and preventative actions are undertaken correctly
Monitor and implement IGB rules, regulations, policies, procedures and so on within the school	<ul style="list-style-type: none"> • Research and retrieve or download rules, regulations, policies, procedures and so on from the IGB • Analyse the rules, regulations, policies, procedures and so on from the IGB • Identify any gaps in our policies, procedures, rules, regulations and so on that do not meet or match up with the same from the IGB • Utilise the policies and procedures for creating or altering policies and procedures to plug the gaps

Areas	Tasks
Seek approval when new staff members join the team and monitor current staff members' registrations	<ul style="list-style-type: none"> • Retrieve the application form to approve new staff members with the IGB • Gather the supporting evidence (CV, qualifications which we should have as a part of compliance) • Submit the application form and supporting evidence to the IGB • Ensure approval is given by the IGB • Communicate with the team member about their application and approval • Monitor current staff members' registrations with the IGB and reapply or give additional information as required / if needed
Apply for registration / approval / accreditation with an IGB (very rare)	<ul style="list-style-type: none"> • Work with the team to gather information to apply for registration / approval / accreditation with an IGB • Create / fill out the application • Submit the application and supporting documentation to the IGB • Gain registration / approval / accreditation with the IGB • Disseminate documentation to the team and help implement the new IGB requirements within the confines of the role • Ensure we meet IGB requirements within the confines of the role • Monitor requirements and engage in quality assurance and monitoring exercises with the IGB as needed
Submit approvals to offer qualifications and monitoring / reviewing qualification approvals for IGBs (rare)	<ul style="list-style-type: none"> • Work with the team to gather information required to apply for (and offer) a new IGB qualification • Create / fill out the application • Submit the application and supporting documentation to the IGB • Gain approval from the IGB to offer the qualification • Disseminate approval information to the team and help implement the new qualification within the confines of the role • Ensure we are meeting the requirements of the qualification within the confines of the role • Monitor and review the qualification approval if and when needed
Document changes in a central register for future reference	<ul style="list-style-type: none"> • Create and maintain a central register of additions and changes made for future reference (organisational self-assessment, EER, et cetera) • Document any additions and changes made in the central register

Areas	Tasks
Undertake any other quality assurance and compliance exercises as required	<ul style="list-style-type: none">• As required