



Role Description – Short 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

For specific tasks associated with the areas described, please see the Role Description – Full Version for this role.

Role Duties

New Zealand Qualifications Authority

External Evaluation and Review

- Prepare for External Evaluation and Review (EER)
- Undertake the EER
- Review the draft EER report
- Review and act on any non-conformities or suggestions highlighted in the final EER report
- Document changes in a central register for future reference

Qualification Consistency Reviews

- Prepare for Qualification Consistency Reviews
- Participate in the Qualification Consistency Reviews
- Review the draft Qualification Consistency Review reports
- Review and act on any non-conformities or suggestions highlighted in the final Qualification Consistency Review reports
- Document changes in a central register for future reference

Programme Approvals

- Create and maintain programme approval documentation
- Gain stakeholder feedback on programme approvals
- Submit new programme approvals and programme approval changes to NZQA
- Distribute new or updated syllabuses to education team members
- Monitor changes in the New Zealand qualifications and update programme approvals and syllabus accordingly
- Ensure changes made in the programme approval document and other associated documents are incorporated into other documentation
- Document changes in a central register for future reference

Assessment and Moderation Support

- Assist in creating and maintaining a moderation schedule (with the Principal and the education team)
- Assist in creating, maintaining, and monitoring assessment and moderation templates (with the Principal and education team)
- Assist in linking Graduate Profile Outcomes (GPOs), course codes, and learning outcomes to assessment and moderation documentation (with the Principal and education team)
- Document changes in a central register for future reference

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

- Monitor the Code of Practice for current requirements and regulations
- Identify gaps in evidence and practice against the Code of Practice
- Ensure the school's policies, procedures, practices, et cetera align with the Code of Practice requirements
- Ensure NaSA team members are educated about and meet their obligations under the Code of Practice
- Obtain, analyse, and incorporate student and stakeholder feedback on Code of Practice requirements (with Student Liaison Officer and other NaSA team members)
- Engage with students to gain feedback in relation to the Code of Practice (with the Student Liaison Officer and other team members)
- Create and monitor various resources for student safety and wellness (with the Student Liaison Officer and other team members)
- Ensure documentation given to students meets the requirements of the Code of Practice (in conjunction with Director of Operations and other NaSA team members)
- Document change sin a central register for future reference

Continuous Registration, Approval and Accreditation Requirements

- Comply with NZQA rules
- 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)
- Undertake organisational self-assessment activities
- Undertake any additional registration, approval and accreditation requirements

Fit and proper person declaration and Conflict of interest declaration

- Download, fill out and submit required forms to NZQA

Annual Reporting and Other Reporting Requirements

Fee Protection audit – usually once a year

- Assist with the Fee Protection audit
- Submit Fee Protection audit documentation

Annual form submissions – usually once a year

- Download, fill out, and submit required forms to NZQA

Other Areas Including Consultation

- Respond to consultation
- Undertake any additional documentation or reporting

Other NZQA Tasks and Exercises

- Undertake any other NZQA tasks or exercises as required

Ministry of Education

Single Data Return

- Complete the Single Data Return (SDR)
- Complete the annual staffing return

Other Areas Including Consultation

- Respond to consultation
- Undertake any additional documentation or reporting

Other Ministry of Education Tasks and Exercises

- Undertake any other Ministry of Education tasks or exercises as required

Workforce Development Council

- Engage in and respond to consultation
- Undertake any other WDC tasks or exercises as required

Tertiary Education Commission

Annual Funding Application (Investment Plan and Supporting Documents)

- Create, submit, update, and monitor the Investment Plan
- Populate, submit, update, and monitor the Mix of Provision (MoP funding template)
- Populate, submit, update, and monitor the Educational Performance Indicator Commitment (EPIC template)
- Undertake any additional documentation or reporting

Determining, Updating, Monitoring, and Reporting Subsidy Funding

- Determine subsidy funding
- Update subsidy funding
- Monitor subsidy funding
- Report subsidy funding

Setting, Updating, Monitoring and Reporting Student Fees

- Set student fees
- Update student fees
- Monitor student fees
- Report student fees

Updating, Monitoring and Reporting Fees Free

- Populate Fees Free templates and ensure the data is verifiable

- Update, correct, and submit the Fees Free template each month
- Download, analyse, and report on Fees Free external reports
- Track, report and update Fees Free consumption internally

Financial Viability Audit – Usually once per year

- Assist the Ops team in engaging in the Financial viability audit

TEC Audit – Usually every 4 years

- Prepare for a TEC audit
- Undertake the TEC audit
- Review the draft TEC audit report
- Review and act on any non-conformities or suggestions highlighted in the final TEC audit report

Other Areas Including Consultation

- Respond to consultation
- Document changes in a central register for future reference
- Undertake any additional documentation or reporting

Other TEC Tasks and Exercises

- Undertake any other TEC tasks or exercises as required

Quality Management Systems

Organisational Self-Assessment

- Create and maintain an organisational self-assessment schedule
- Undertake organisational self-assessment activities
- Implement any changes made as a result of organisational self-assessment activities
- Ensure policies and procedures are being used correctly
- Create and maintain a resource list
- Document organisational self-assessment activities and their results
- Undertake any other organisational self-assessment exercises as required

Policies and Procedures

- Create new policies and procedures as required
- Audit and review policies and procedures
- Implement policies and procedures
- Ensure policies and procedures are being used correctly
- Document changes in a central register for future reference
- Undertake any policies and procedures exercises as required

Ensuring Compliance

- Ensure the school meets its obligations with the Government (NZQA, TEC, et cetera) and international governing bodies
- Ensure the school meets its legal requirements (Privacy Act, et cetera) within the confines of the compliance role

- Gather and maintain staff CVs, qualifications, and other documentation required by Government departments and international governing bodies
- Maintain and update programme and course information in our student management system (SMS) to reflect information the Government holds
- Ensure intakes with correct information are created and maintained in our student management system
- Double-check student information and enrolment information in our student management system before submission to the Government
- Assist education staff with and document professional development
- Create, maintain, and distribute an emergency list of NaSA staff contact details
- Document changes in a central register for future reference
- Undertake any other compliance exercises as required

Outcomes and Quality Assurance

Student Journey and Outcomes

- Gather, document and analyse data on; establish patterns in; identify corrective and preventative actions about; and give and implement improvements on:
 - 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
- Gather, document, and analyse data on; establish patterns in; identify corrective and preventative actions about; and give and implement improvements on:
 - 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
- Document changes in a central register for future reference

Feedback and Complaints

- Gather, process, and register feedback where and when required
- Gather, process, help resolve or report upon, respond to, and register complaints where and when needed
- Document changes in a central register for future reference

Consultation and Relationships with Stakeholders

- Gather, process, and register consultation feedback from stakeholders where and when needed
- Cultivate and nurture working relationships with stakeholders (in conjunction with other team members)
- Document changes in a central register for future reference

Other Outcomes and Quality Assurance Tasks and Exercises

- Undertake any other outcomes and quality assurance tasks or exercises as required

International Governing Bodies

- Send the international governing body (IGB) relevant reports and documents for quality assurance and monitoring purposes
- Participate in IGB quality assurance meetings
- Follow up with any further information or documentation the IGB needs
- Disseminate important information from the IGB report / disseminate the IGB report and discuss any non-compliances / corrective actions / preventative actions
- Monitor and implement IGB rules, regulations, policies, procedures and so on within the school
- Seek approval when new staff members join the team and monitor current staff members' registrations
- Apply for registration / approval / accreditation with an IGB (very rare)
- Submit approvals to offer qualifications and monitoring / reviewing qualification approvals for IGBs (rare)
- Document changes in a central register for future reference
- Undertake any other quality assurance and compliance exercises as required