

Administration & Compliance Support Officer

(Casual – Remote work from home)

- *Flexible work arrangements:*
 - 15-20 hours per week – must be available Monday - Friday, 9:00am - 5:00pm
- *Educational Services (Post-Secondary Education) Award (MA000075)*
 - \$30-\$40.00 per hour (depending on experience) + superannuation

Coast Wide Training Solutions is a team of seasoned VET compliance and RTO administration experts who bring almost 100 years of collective experience to the forefront of educational excellence.

As a Vocational Education and Compliance Consulting service, we are focused on elevating the standards and outcomes of Registered Training Organisations (RTOs) through comprehensive compliance support, quality management, and innovative business solutions.

We work with RTOs to provide regulatory compliance and administrative advice, guidance and development support, specifically catering consulting services to improve RTO operations.

We support our clients by providing a range of services including:

- Regulatory compliance and RTO Administrative advice, guidance, and development support to improve RTO operations and service provision.
- Implementing robust Quality Management Systems that align to the Standards for RTOs and focus on the student experience.
- Internal review and monitoring activities and rectification work to support improved educational practices.
- Designing and developing superior quality training, learning and assessment resources that are contextualised to individual client offerings, compliant with regulatory Standards, and are both student and trainer/assessor focused.

When providing our services, Coast Wide Training Solutions uphold our core values of:

- **Excellence** – We strive for superior outcomes, ensuring our clients receive nothing but the highest quality support.
- **Integrity** – Our actions are guided by the principle of doing what's right, maintaining ethical standards at all times.
- **Teamwork** – Collaboration is at our core, fostering strong partnerships with our clients to achieve common goals.
- **Communication** – We believe in open and clear communication, building trust and understanding to form lasting relationships.

At Coast Wide Training Solutions, we are not just consultants; we are partners in our client's journey towards regulatory excellence and educational success.

The role...

You are a motivated and self-directed multi-tasker with excellent communication skills and thrive in an autonomous role. You will work closely with our VET Compliance and Administration Consultants using your knowledge of RTO administrative operations, supporting our internal operations, including SMS/LMS administration, document management, student management, and communications.

You will be responsible for...

- 1. CWTS Admin Support:**
 - Supporting consultants by providing professional administrative assistance.
 - Preparing documents and proofreading training, learning, and assessment materials and associated business documents, making required changes and identifying areas for improvement.
 - Reviewing and updating the Quality Management System and associated documents (RTO policies and procedures, forms, tools, and templates)
- 2. Internal SMS Administration:**
 - Managing systems such as aXcelerate, VETtrak, Reach 360, and Canva.
 - Oversee online course enrolments, track student progress, and manage student queries.
- 3. Marketing and Communications:**
 - Assist with marketing design and information distribution.
 - Manage our administrative emails, distribute newsletters to RTOs, and handle social media posts and regulatory reminders.
 - Manage website content, product information, marketing emails, and our Microsoft 365 suite including SharePoint and Planner.
- 4. Additional Responsibilities:**
 - Provide RTO Administration support to the VET Administration Consultant, including assistance with the development of internal system guides, and client requirements.

You will have...

- Remote work skills including:
 - Time management
 - Collaboration
 - Organisation
 - Administration
 - Flexibility
 - Adaptability
 - Meeting deadlines
 - Working with limited supervision
- At least 12 months experience in RTO administrative services.
- Proficiency in Student Management Systems (SMS)
- Strong document control, design and proofreading skills – consistency, attention to detail, formatting etc.
- Good communication skills, communicating with a range of stakeholders in both written and verbal forms
- Ability to manage multiple tasks and meet deadlines with limited supervision.
- Excellent computer literacy skills (online project management software, digital communication software, file sharing platforms and Microsoft Office suite)
- Professional integrity, motivation, creativity and autonomy to work remotely
- Established home office and necessary equipment to operate as part of a dynamic and fast-paced team.
- A commitment to our core values – Excellence, Integrity, Teamwork, Communication

This role will commence as a casual position of approximately **15-20 hours** per week, **working remotely from your home office**. There is a possibility of career progression to assist the VET Administration Consultant with direct client support tasks.

To Apply...

Please submit your resume and cover letter detailing your relevant experience and why you are the ideal candidate for this role.