



Australian Government

Tertiary Education Quality and Standards Agency

Candidate information pack

Senior Regulatory Assessment Manager

Regulatory Assessment Manager



TEQSA

CANDIDATE INFORMATION PACK

Position Number:	Multiple
Position Title:	Senior Regulatory Assessment Manager (APS Level 6) Regulatory Assessment Manager (APS Level 5)
Group / Team:	Regulatory Operations
Employment Type:	Ongoing or Non-ongoing / Full-time
Salary Range:	\$90,193 to \$111,702 per annum plus 15.4% superannuation
Location:	Melbourne or Canberra (<i>other locations may be considered</i>) Hybrid and flexible work options are available.
Reporting to:	Various Assistant Directors
Agency Employment Act:	<i>Public Service Act 1999</i>
Contact:	recruitment@teqsa.gov.au

About us

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education. TEQSA protects the interests of students and the reputation and standing of Australian higher education.

As an independent quality assurance and regulatory agency, TEQSA adopts a risk-based approach that is guided by the principles of necessity, risk, and proportionality, and which supports quality, diversity, innovation, and excellence in higher education.

TEQSA has three strategic objectives in delivering its purpose:

1. Promote and support good practice and effective self-assurance across the sector.
2. Identify, analyse, and respond to risks to the sector.
3. Ensure compliance with applicable legislation through effective and efficient regulation.

Our culture

Our organisational culture reflects our *Culture Plan 2023* and the core values and behaviours that guide how we approach our work and interact with each other.

The core values by which we operate include:

- **Trust** – We have confidence in each other to do our best. We encourage open and honest conversations that focus on the issue, not the person. We promote a supportive and safe workplace environment.
- **Respect** – We approach every situation with kindness, compassion, and an open mindset. We value people, the range of views and experience they bring, and the work they undertake.
- **Accountability** – We hold ourselves and each other accountable for our actions, how we work together, and the quality of what we deliver. We gather feedback, reflect, and act on opportunities for improvement.

- **Collaboration** – We draw on our collective strength by encouraging each other to contribute to the achievement of shared objectives. We provide context and information to help others succeed.

At TEQSA, we are building a working environment that aligns with our cultural values and cultivates a rewarding, stimulating, and engaging workplace. If our organisational culture resonates with you, we want to hear from you.

How we value our employees

TEQSA is committed to investing in its people. Why work for us?

- **A full-time role in a for-purpose organisation** that protects the interests of students and the reputation and standing of Australian higher education.
- **Flexible working arrangements**, including working from home to balance work and personal life.
- **Conveniently located spacious office** close to public transport in the heart of Melbourne CBD or in the Parliamentary Triangle Canberra.
- **Generous leave entitlements**, including study leave to support your professional development, personal leave, and paid time off over Christmas!
- **Competitive superannuation at 15.4%** and remuneration.
- **Professional development that is supported and encouraged** so your career continues to grow as you enhance your technical and leadership skills and capabilities and build a career at TEQSA.
- **Free Employee Assistance Program for you and your immediate family members.** Our external partner is a leading provider of wellbeing and mental health support services.
- **Workplace diversity and inclusion.** TEQSA welcomes people with diverse skills, experiences, perspectives, and backgrounds. TEQSA encourages applications from Aboriginal and Torres Strait Islander People, people with disabilities, people that identify as LGBTQIA+, and people from culturally and linguistically diverse backgrounds.

Regulatory Operations

TEQSA's Regulatory Operations Division is responsible for delivering TEQSA's primary function of conducting regulatory assessments under the *Tertiary Education Quality and Standards Agency Act 2011* (TEQSA Act) and the Education Services for Overseas Students (ESOS) Framework, as well as managing sector-wide enquiries. Roles across the regulatory functions of TEQSA work collaboratively on case management, liaising with higher education providers, and presenting assessment findings to the TEQSA Commission for regulatory decisions.

Regulatory Operations includes the following high-level functional areas:

- **Systemic risk and data** functions which include sector scanning, monitoring sector compliance with the Threshold Standards, risk assessments and regulatory data collection and management.
- **Monitoring** functions which include monitoring compliance with the Threshold Standards, conditions or investigation outcomes, referrals to investigations or enforcement.
- **Intelligence and assessment** functions which include assessment of complaints and

concerns, engagement with stakeholders e.g. ASQA, NSO, GBVR, FWO, review of intelligence and referral to investigations.

- **Investigations and enforcement** functions which includes investigating suspected non-compliance and leading enforcement action where non-compliance is established.
- **Intake** function which includes provider management, initial assessment and triage of incoming contacts, referrals internally and externally as appropriate.
- **Registration and accreditation** functions which include registration and reregistration of providers, course accreditation, provider self-accreditation assessment and management of provider ELICOS and CRICOS application.

About the positions

TEQSA currently has opportunities at the APS6 and APS5 classification levels.

As an **APS6 Senior Regulatory Assessment Manager** in Regulatory Operations you will be responsible and accountable for undertaking the comprehensive assessment of:

- risk to compliance with relevant standards and legislation
- possible non-compliance with the relevant standards and legislation
- applications involving higher education providers.

The primary duties of an **APS6** role include:

- Undertaking complex risk-based assessments of higher education provider applications, reviewing, and analysing evidence submitted by providers and derived from other sources, interpreting legislation, and applying sound judgment to prepare well-argued reports / recommendations for consideration by decision makers.
- Undertaking complex risk-based assessments and investigations of possible non-compliance with the TEQSA Act, ESOS Act, or subordinate regulatory legislation, and applying sound judgment to prepare well-argued recommendations for consideration by decision makers.
- Planning and conducting intelligence activities using good operational judgement.
- Using knowledge of precedents, relevant legislation, standards, policy, procedures, and guidelines to interpret and analyse assessments involving moderate to high complexity and sensitivity.
- Managing communications with providers and other stakeholders and responding in a timely manner.
- Building and maintaining relationships with a range of internal and external stakeholders and responding to their needs to achieve work priorities and agency goals.
- Working effectively and harmoniously in a team, managing competing and complex priorities, solving problems, and providing advice and support to others as required.

As an **APS5 Regulatory Assessment Manager** in Regulatory Operations you will be responsible and accountable for undertaking tasks to support the comprehensive assessment of:

- risk to compliance with relevant standards and legislation
- possible non-compliance with the relevant standards and legislation
- applications involving higher education providers.

The primary duties of an **APS5** role include:

- Undertaking less complex risk-based assessments of higher education provider applications, reviewing, and analysing evidence submitted by providers and derived from other sources, interpreting legislation, and applying sound judgment to prepare well-argued reports / recommendations for consideration by decision makers.
- Undertaking less complex risk-based assessments and investigations of possible non-compliance with the TEQSA Act, ESOS Act, or subordinate regulatory legislation, and applying sound judgment to prepare well-argued recommendations for consideration by decision makers.
- Conducting intelligence activities using good operational judgement.
- Applying working knowledge of precedents, relevant legislation, standards, policy, procedures, and guidelines to interpret and analyse assessments involving moderate complexity and sensitivity.
- Undertaking analysis of information and data related to higher education providers' operations, students, and staff to assess risk.
- As required, supporting delivery of assigned regulatory functions and working with leaders to prioritise work assigned to those functions.
- As required, supporting the delivery of annual risk assessment cycles and risk monitoring programs.
- Managing communications with providers and other stakeholders and responding in a timely manner.
- Building and maintaining relationships with a range of internal and external stakeholders and responding to their needs to achieve work priorities and agency goals.
- Working effectively and harmoniously in a team, managing competing priorities, solving problems, and providing advice and support to others as required.

Our ideal candidates

TEQSA is looking for high-performing team members who are passionate about contributing to the excellence of Australian higher education.

At the **APS6** level our ideal candidate has:

1. Demonstrated ability to make sound regulatory decisions using good judgement, expertise and knowledge.
2. Demonstrated ability to conduct complex regulatory assessments informed by legislation, policy frameworks, and evidence.
3. High-level written and verbal communication skills, including the ability to prepare high-quality concise reports and briefs for presentation to decision makers.
4. High-level organisational skills and experience, including the capacity to manage complex work within legislated timeframes with a high degree of quality and accuracy, contributing to team and agency objectives.
5. Demonstrated experience working collaboratively with others to build, manage and nurture relationships with a range of stakeholders to achieve team and agency goals.
6. Ability to develop a detailed understanding of the higher education sector within a regulatory

context including the ability to remain abreast of new sector trends and developments.

At the **APS5** level our ideal candidate has:

1. Knowledge of, or an ability to develop an understanding of, legislative and policy frameworks, government decision-making processes and agency guidelines and regulations.
2. Good written and verbal communication skills, including the ability to analyse and synthesise moderately complex information and findings to draft contributions to quality reports and briefs.
3. Strong organisational skills and the ability to work collaboratively with other team members to manage deadlines.
4. Ability to build and maintain relationships with internal and external stakeholders.
5. Demonstrated ability to be proactive and work independently, making decisions and exercising judgement within defined parameters under general direction, when required.
6. Ability to develop a detailed understanding of the higher education sector within a regulatory context.

Qualifications and experience

- Relevant tertiary qualifications including Law, Public Administrations or Government Investigations will be highly regarded.
- Certificate IV in Government Investigations or equivalent qualifications or experience in investigations, or the ability to quickly obtain this qualification.
- Experience working in an Australian Government regulatory environment and/or the Australian higher education sector will be highly regarded.

How to apply

Your application must include the following items:

- [TEQSA Job Application Cover Sheet](#)
- A current resume (maximum two pages)
- A two-page cover letter (pitch) (maximum 1000 words) detailing how your skills, strengths and experience address the 'our ideal candidates' section (i.e., what makes you the best candidate for the position), and the value you can add to TEQSA.

If you are applying for **both** the APS5 and APS6 level roles, please specify this on your application cover sheet. Your statement should be pitched at the higher classification level, and your application will be considered at both classification levels.

If you are applying for **either** the APS5 or APS6 (i.e. not both) level roles, please specify this on your application cover sheet. Your statement should be pitched at the classification level you are applying for.

Your application will be assessed on your ability to demonstrate that you possess some or all of the required skills, knowledge, experience and qualifications to perform the role. We are committed to fair and equitable recruitment processes offering reasonable adjustments for all applicants.

PLEASE NOTE: TEQSA APS Careers is for job seekers only. We do not accept unsolicited resumes or applications from recruitment agencies and/or search firms and will not pay fees to any

such organisations unless arranged with the provider prior to advertising the vacancy.

Once prepared, please submit your completed application to recruitment@teqsa.gov.au.

Handy hints

- ✓ Your pitch should be succinct and showcase your strengths, skills, knowledge, experience, and qualifications.
- ✓ For assistance with preparing your response, you may wish to refer to [Australian Public Service Work Level Standards](#) relevant to the classification level and [Cracking the Code](#).

Eligibility

The successful applicant must:

- be an Australian citizen.
- complete a National Police Check satisfactorily.
- be able to obtain and maintain an [Australian Government Security Vetting Agency \(AGSVA\)](#) clearance to Baseline status, supported by TEQSA.

Failure to satisfy any of the above conditions may result in the withdrawal of an offer of employment or termination of employment.

Additional information

- This recruitment process is being used to fill multiple ongoing and non-ongoing (up to 18 months) APS6 and APS5 vacancies within the Regulatory Operations Division.
- Successful candidates may be placed in any one of the groups/teams within the Regulatory Operations Division and may be required to work in another team after 6-12 months as operational needs require.
- A merit pool of suitable applicants will be created from this process and may be used to fill similar ongoing and non-ongoing vacancies within Regulatory Operations. It is active for 18 months from the date of this advertisement.
- Before commencing in the role, the successful candidate will be required to disclose details of any material personal interests in connection with their employment at TEQSA via a Declaration of Interest form and seek approval to undertake any outside employment (paid or unpaid) via an Outside Employment application.

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TEQSA

teqsa.gov.au