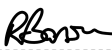


JOB AND PERSON SPECIFICATION

Title of Position : Training Quality & Assurance Officer, Prisoner Education and Training **CORRECTIONAL SERVICES**
Classification : ASO5 **Position No: M29296**
Location : Central Office **Division : Offender Development**
Reports To : Principal Practitioner, Education and Training

JOB AND PERSON SPECIFICATION APPROVAL


.....12/03/2026
Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The **Training Quality and Assurance Officer** reports to the Principal Practitioner, Education and Training, Prisoner Education and Training (P&ET) Team and is responsible for ensuring the quality, compliance, and continuous improvement of education and vocational training delivered within correctional settings. The role supports effective learning outcomes for prisoners by monitoring training delivery, strengthening governance and assurance processes, and embedding evidence-based, trauma-informed, and culturally responsive practice across all education programs.

KEY STAKEHOLDER INTERACTION

The Training Quality and Assurance Officer:

- Reports to the Principal Practitioner of Education and Training and liaises with staff in the P&ET Team.
- Provides advice, consults and collaborates with departmental staff responsible for the delivery of vocational education and training and assessment activities including staff in the Prisoner Education and Training Team, Managers of Offender Development (MODs), Education Coordinators, Correctional educators, Prison Industries Managers, vocational trainers and assessors in prison industries, Community Corrections and the Learning Academy.
- Supports the delivery of the Prisoner Education and Training Strategy and site service level agreements.
- Liaises with the National Regulator, Australian Skills Quality Authority (ASQA) and other agencies relevant to the position where needed.

BRANCH PROFILE

The PE&T Team sits within Offender Rehabilitation Services which consists of the following discreet multi-disciplinary units:

- The Rehabilitation Programs Branch
- The Program Services Unit
- The Volunteer Unit
- Prisoner Education and Training Team
- The Cross Borders Indigenous Family Violence Program
- Prison Chaplaincy Services

The PE&T Team supports rehabilitation and reintegration by delivering high-quality, employment-focused education and training programs for prisoners and offenders. Through collaboration with internal and external stakeholders, the team develops and implements the DCS Prisoner Education and Training Strategy, ensuring innovative and effective learning opportunities. By partnering with prison sites and external providers, the team fosters sustainable post-release employment, reduces recidivism, and contributes to a safer community.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check.
- A current South Australian Driver's Licence is essential.
- Some work within secure environments (prisons) as required.
- A flexible approach to working hours is required.
- Some interstate and intrastate travel will be required which may necessitate overnight absences.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

Ensure the implementation of quality assurance and continuous improvement processes for all DCS education and training delivery by:

- Initiating a continuous improvement audit process of training programs within the SA correctional system.
- Monitoring and evaluating education and training delivery against contractual, regulatory, and RTO standards (e.g., Standards for RTOs, AQF, funding requirements).
- Conducting quality reviews, audits, and validation activities across correctional education programs to ensure high standards of training are delivered in DCS.
- Identifying compliance risks and developing mitigation strategies in collaboration with internal and external providers.
- Maintaining accurate records, reporting systems and documentation to support quality assurance, compliance and accountability requirements.
- Planning and facilitating meetings and workshops to ensure that trainers understand training and assessment requirements and quality standards.
- Promoting and supporting continuous improvement in the training and assessment practices.

Ensure a high standard of customer service by:

- Providing professional advice and support to the Principal Practitioner, Education and Training and to departmental staff responsible for the delivery and improvement of education and VET delivery.
- Supporting the implementation of continuous improvement approach to enhance education delivery and assessment.

Contribute towards the development of quality education and training in DCS by:

- Providing advice and support on training products, compliance requirements and training package implementation.
- Supporting and coordinating quality improvement initiatives that enhance engagement, retention, and transition to employment or further education.

- Building collaborative relationships with external RTOs, correctional staff, government agencies, community partners and other key stakeholders.
- Providing analysis and evidence-based recommendations to inform decision making regarding program effectiveness and future investment.
- Supporting the implementation of trauma-informed, and culturally safe education practices for diverse prisoner cohorts.
- Contributing to cross-agency initiatives that strengthen post-release education and employment pathways.
- Identifying and promoting professional development activities to support prison-based educators to deliver high-quality education services.

Manage the regular reporting of vocational education and training activities including related project activities:

- In partnership with the Principal Practitioner, Education and Training, analysing performance data, learner outcomes, completion rates, and participation trends to inform continuous improvement.
- Preparing high-quality reports, briefings, and assurance documentation for executive and governance bodies.
- Facilitating activity reporting and analysis as required.
- Contributing to the development and review of policies, procedures, and guidance relating to prisoner education quality.
- Supporting alignment with departmental strategic priorities, and rehabilitation outcomes.
- Promoting ethical practice, equity of access, and learner-centred approaches across services.
- Ensuring that appropriate computer-based systems for recording information and generating reports are in place and fit for purpose

Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.**Responsible for early notification and reporting of workplace hazards, incidents and injuries.****QUALIFICATIONS**

Essential: Certificate IV in Training and Assessment

Desirable: Tertiary qualifications relevant to the duties e.g. social science, public sector management, education, and Vocational Education and Training Compliance

PERSONAL CRITERIA**Essential Criteria**

- Proven high level interpersonal and communication skills which enable provision of an effective consultancy and negotiation service. This will include the facilitation of meetings, positive interaction with staff and possible mediation in the resolution of issues with clients, management and external agencies.
- Well-developed written communication and analytical skills, including the ability to prepare clear reports, analyse information and present logical conclusions and recommendations.
- Demonstrated ability to work professionally and collaboratively with a commitment to high quality customer service delivery and continuous improvement of services.
- Demonstrated experience in quality assurance, compliance, validation, and continuous improvement processes within education and training environments.
- Proven ability to identify compliance risks and support the implementation of quality improvement actions relating to training and assessment of accredited and non-accredited training products.
- Demonstrated experience of working in a vocational education and training environment.
- Commitment to trauma-informed, culturally responsive, and inclusive education practices, including awareness of Aboriginal learners and women in custody.
- Sound knowledge of the 2025 Standards for RTOs and the structure and nature of training packages/products.

Desirable Criteria

- Understanding of the operation of a Registered Training Organisation, including the requirements and application of the standards and conditions under ASQA.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.