

POSITION DESCRIPTION

Lead Learning Partner



POSITION DETAILS

Position Title	Lead Learning Partner
Position Number	7011928
Directorate	Workplace Skilling
Classification	Non-EA
Location	Parramatta City – 1PSQ Campus

POSITION PURPOSE

The Lead Learning Partner is responsible for leading the design, delivery, quality assurance and continuous improvement of accredited and non-accredited learning programs within the Workplace Skilling Directorate. The role leads practitioners, ensuring contemporary, high-quality, learner-centred delivery across diverse client and learner cohorts.

Working closely with the Director, Workplace Skilling, the Lead Learning Partner applies expert knowledge of adult learning, capability development, accredited training requirements, non-accredited learning solutions and regulatory frameworks. The role also provides expertise in ensuring quality student outcomes, quality training and assessment practices, and compliance obligations are met whilst contributing to, and championing, a culture of continuous improvement.

KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

- Team Leadership and Mentoring
 - Lead recruitment, onboarding and performance management of contract and casual practitioners.
 - Coach and mentor learning staff in adult-learning practice, facilitation skills, assessment validation, learner engagement techniques and delivery excellence.
 - Design and deliver regular professional development initiatives to embed best practice across accredited and non-accredited delivery.
 - Develop and maintain effective relationships, alliances and networks within The College community and within the University.
- Learning Delivery (Accredited and Non-Accredited)
 - Where required, facilitate high-quality learning experiences (face-to-face, online, and blended) and adapt delivery to diverse cohorts and client needs.

- Lead day-to-day management of all Workplace Skilling (including VET) program delivery—including scheduling, resourcing and quality checkpoints—for face-to-face, online and blended modes.
 - Conduct robust assessments (written, practical, observational, evidence-based), providing timely, constructive feedback and ensuring alignment with the appropriate AQF levels.
 - Undertake systematic review and refinement of learning and teaching resources that support continued student engagement, inclusivity, and industry relevance.
- Learning Design and Development
- Together with the Director, Workplace Skilling, the Director, Business Development, and the Product Directorate, plan, design, and develop learning programs that align with client goals and industry standards. This includes creating engaging and effective training materials, assessments, and other documents as required.
 - In partnership with the Product Directorate, support the Director, Workplace Skilling in the product development cycle, ensuring all learning products are developed in line with the agreed scope of works and are quality assured prior to being delivered to future cohorts.
- Accredited Training Expertise & Solution-Design Support
- Provide specialist advice to the Director, Workplace Skilling, and Director, Business Development on mapping corporate training, or tender requirements, to accredited units, assessment methods and evidence-transfer processes.
 - Review and endorse draft proposals and tender submissions for pedagogical soundness, alignment to the VET Quality Framework and Standards for Registered Training Organisations.
 - Contribute to the development of innovative and compliant solutions that bridge unaccredited corporate training through to nationally recognised vocational qualifications.
- Compliance, Quality Assurance, and Reporting
- Monitor cohort progress against approved training and assessment strategies and non-accredited program requirements identify and resolve delivery risks, and drive continuous improvement.
 - Maintain all delivery-related compliance documentation (training plans, validation logs, assessment tools, student records) and ensure audit readiness.
 - Partner with the Director, Quality and Standards to implement corrective actions, monitor quality KPIs and report on ASQA compliance outcomes.
 - Monitor and evaluate the compliance and effectiveness of training programs, reporting on outcomes and identifying areas for improvement.
 - Oversight and maintenance of accurate quality and compliance records including student progress, and assessment outcomes, validation and moderation activities, and any student appeals.
 - Ensure compliance with relevant policies and procedures
- Stakeholder Engagement & Collaboration
- Build and nurture effective relationships, alliances and networks within The College, the wider University, the VET regulator and industry partners
 - Act as the primary escalation point for client or internal stakeholder queries relating to delivery, ensuring a solution-focused, positive response.
 - Incorporate stakeholder insights and feedback into iterative enhancements of learning products and delivery approaches.
- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

- A current TAE40122 Certificate IV in Training and Assessment.
- Demonstrated experience overseeing, preparing, and delivering effective accredited and non-accredited training solutions.
- Vocational units of competency and qualification/s relevant to the course(s) to be trained and assessed, and vocational industry experience relevant to the course(s) to be trained and assessed per The Colleges Scope of Registration
- Demonstrated ability in leading course development, training solution design, review and continuous improvement, including an ability to project manage and apply the principles of adult learning.
- Demonstrated ability to lead and manage staff in a B2B education environment.
- Demonstrated experience, knowledge and understanding of SRT0 2025 requirements.
- Demonstrated high level of interpersonal, negotiation, verbal and written communication skills, with the ability to develop and maintain networks and contacts and relate to key stakeholders from diverse backgrounds.
- Demonstrated experience participating in quality assurance activities such as audits, course reviews, continuous improvement, validation, or moderation.
- It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

CONSTRAINT/AUTHORITY LEVEL

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the broad direction with a degree of autonomy of the Director, Workplace Skilling.

KEY RELATIONSHIPS

This position reports to the Director, Workplace Skilling.

This position has no supervisory responsibilities.

Success in the role will depend on developing and maintaining positive relationships with:

- Director, Business Development
- Director, Product
- Director, Quality and Standards
- Director, Student Success and Student Success team
- Compliance and Operations Coordinator
- Colleagues within various teams at Western Sydney University including academic staff within Faculties/ Schools.
- B2B clients and partners.
- Federal and State Government Regulatory and Funding bodies.
- ASQA and other external regulatory and accrediting bodies.

CHALLENGES

The following are the key challenges of the position:

- Addressing challenges specific to trainers and professional staff across the Directorate
- Developing and championing innovative, personalised and scalable education programs that align both with corporate partners' strategic objectives and regulatory requirements.
- Working with a variety of staff members in a busy educational environment.
- Managing human, physical, and financial resources in a constantly changing environment.
- Working across multiple campuses.
- Balancing substantial compliance requirements with business demands.
- Working with geographically dispersed staff and students.
- The need to meet prescribed outcomes within a limited timeframe.

THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Given the multi-location responsibility associated with this role, the position is required to travel frequently. This is an inherent requirement of the role.

Approved By Anthony Mitri

Date 13 March 2026