

RMIT Vietnam
Officer, Quality Enhancement and Compliance

Position Details

Position Title:	Officer, Quality Enhancement and Compliance
Division/ Centre:	The Business School
Department:	Office of The Business School
Campus Location:	Based at either HCMC or Hanoi but may be required to work at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV04
Time Fraction:	1.0

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 90,000 students and 10,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, Spain, as a gateway for European research, industry, and government partnerships. Programs are offered through transnational partners in Singapore, Hong Kong, Sri Lanka, India and mainland China, with research and industry partnerships on every continent.

RMIT Standings in university rankings

RMIT is ranked 125th in the 2026 QS World University Rankings consolidating its reputation as a global leader in education and research. The University is also now ranked 10th in Australia.

The University is ranked 5th globally for its work to reduce inequalities (SDG 10), 30th in supporting decent work and

economic growth (SDG 8), and overall 56th worldwide in the 2025 Times Higher Education Impact Rankings.
RMIT has eight subject areas ranked in the top 100 globally in the latest QS World University Rankings by Subject. Four subjects retained their place in the top 50 with Art and Design also maintaining its number one position in Australia. Other standout results included Architecture and the Built Environment, ranked second in Australia and 25th globally, Communication and Media Studies, 4th in Australia and 42nd globally and Library & Information Management coming in at 2nd in Australia and 29th globally. Business and Management ranks 7th in Australia.
www.rmit.edu.au/about

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University and was established in the year 2000. As the leading international university in Vietnam with over 12,000 students, RMIT Vietnam has a high-quality, innovative teaching and learning culture, and a growing research and innovation capability. We provide internationally recognised high-quality education and research aligned to the needs of the Vietnam and ASEAN region. As an internationally recognised Australian university based in South-East Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region. Our teaching and research is highly engaged with industry across the region.
Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Educationand Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from English Language training through to undergraduate, post-graduate and PhD programs. All teaching at RMIT Vietnam is in English and maintain the same standards as Australia.
https://www.rmit.edu.vn/about-us

Department Summary

With over 7,500 students, RMIT University Vietnam’s Business School has built a world-class reputation for excellence in business and management education, delivering high-quality, industry-responsive programs aligned with national and global market needs.

Position Summary

The Officer, Quality Compliance and Enhancement provides operational and administrative support across quality assurance, compliance, and continuous improvement activities within the School. The role is responsible for coordinating key academic quality processes, including assessment moderation, Course Assessment Committees (CAC), Program Assessment Boards (pre- and post-results PAB), Course Management Teams (CMT), Program Management Teams (PMT), Student Staff Consultative Committees (SSCC), and the development and administration of course and class guides.
The position supports accreditation, Assurance of Learning (AoL), program reviews, and external review activities through effective coordination, accurate record management, and timely reporting. The Officer contributes to compliance monitoring, process improvement initiatives, and system enhancement projects to support operational effectiveness and regulatory requirements.

In addition, the role provides support for learning and teaching initiatives through Canvas enhancement and instructional design activities, maintains the QCE SharePoint environment, assists with procurement and administrative processes, and delivers responsive stakeholder support to ensure high-quality and efficient service delivery.

Reporting Line

Reports to:	Assistant Manager, Learning and Teaching Support
Indirectly reports to:	Senior Coordinator, Quality Compliance and Enhancement
Key relationships:	TBS, CoBL and other stakeholders

Reporting lines may be adjusted in line with organizational changes.

Key Accountabilities

1. Support to the Learning and Teaching Projects: Support to TBS learning and teaching initiatives by contributing to learning design and blended learning activities. This includes collaborating with Course Coordinators to design, review, and enhance Canvas materials/courses; assisting with course content updates; and ensuring alignment with pedagogical best practices. The role also supports quality and consistency of Canvas materials, promotes accessibility and student-centred learning, and contributes to improving teaching delivery and the overall student experience.
2. Maintain the consistent implementation of assessment quality procedures and processes across TBS programs and departments, including but not limited to; internal moderation, Course Assessment Committees (CAC), Program Assessment Boards (PAB), and Student Staff Consultative Committee (SSCC) in line with University's policies and procedures and College timelines. Engage with other RMIT campuses to share information and seek alignment in quality compliance and enhancement services.
3. Provide support for program and course development and amendments, including the preparation of required documentation and plan submission timelines for meetings/committees and working groups as required.
4. Support the comprehensive program review and annual review processes across all programs, modes and locations.
5. Assist with TBS compliance obligation activities, including internal and external audits, etc.
6. Identify process drawbacks, potential issues or risks that could affect the successful operation of the School and recommend solutions.
7. Translate policies and procedures into business process maps and actively engage in knowledge management and documentation initiatives.
8. Assist in administering the assurance of learning results, comments and reports across the programs, departments and campuses.
9. Assist and maintain records and reports related to TBS accreditations, course, program, and learning and teaching initiatives and projects.
10. Assist with data collection and quality assurance and compliance reports such as course guide/class guide/Canvas alignment, assurance of learning (AoL) etc., and perform follow-up actions in line with College and University requirements and practices.

11. Carry out the procurements as needed
12. Other duties commensurate with the scope of the role as directed by the Senior Coordinator and Assistant Manager, Learning and Teaching Support.

Key Selection Criteria

1. A relevant Bachelor's degree.
2. Demonstrated at least 1 year experience in administration role. Experience in the higher education sector is preferable.
3. Experience in using a range of Microsoft Office Suite programs and multimedia applications is preferred.
4. Strong customer service approach with ability to work effectively with a range of stakeholders across different locations.
5. Demonstrated ability to analyze, interpret and evaluate and present information to a wide range of audiences.
6. Ability to produce and present data via reports.
7. Team player with the ability to work independently as and when required.
8. Demonstrated organisational and time management skills with the ability to prioritize effectively and co-manage a wide range of tasks in a proactive manner.
9. Demonstrated skills in database management and record keeping.
10. Ability to display appropriate behaviours in line with the position, RMIT Values and RMIT Leadership Model.

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

Organizational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

Background checks

RMIT Vietnam is committed to providing a healthy and safe working, research and learning environment that enhances wellbeing across our community. As part of this commitment, all new employees are required to undergo background checks prior to commencing employment. Offers of employment are conditional upon the satisfactory completion of these checks. The specific requirements may vary depending on the nature of the role, as outlined in our Background Check Matrix.

Endorsed	**Approved**
Signature:	Signature:
Name: Ngan Cat	Name: Tran Le Ha Phuong
Title: HRBP	Title: Learning & Teaching Support Manager
Date: 1 Jun 2026	**Date: 1 Jun 2026**