



Position Title	Manager, Assessment Systems & Standards
Department	Education and Training
Capability Framework Level	Level 3 - Leading
Date Reviewed	September 2025

Incumbent Name	VACANT
Signature	

College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and Aotearoa New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

Department Overview

The Education and Training Department has several areas of activity as follows:

Governance and Compliance Division:

The purpose of the Governance and Compliance Division is to ensure the Education and Training Department reliably achieves its objectives, addresses uncertainty and acts with integrity in all matters pertaining to governance and regulation of College education and training

activities.

- *Governance*: Responsible for governance matters pertaining to the Council of Education (COE), including provision of leadership to administrators of entities reporting to COE, reconsideration and review of decisions made by COE and its entities, and the liaison and collaboration with the ACEM Governance Division.
- *Compliance*: Responsible for the provision of leadership, advice, and support in the development, review and implementation of education and training regulations and policies, and monitoring of and ensuring compliance with regulatory requirements as pertain to education and training activities.
- *Specialist International Medical Graduate*: Responsible for the development and administration of processes associated with the assessment of the qualifications and experience of specialist doctors trained overseas wishing to be recognised as specialists in emergency medicine in Australia and New Zealand

Training and Accreditation Division:

The role of the Training and Accreditation Division is to provide high quality, accessible, trusted and responsive products and services that enable outstanding trainee experiences.

- *Associateship Training Programs*: Responsible for the administration of the ACEM Associateship Training programs in Emergency Medicine and Pre-Hospital and Retrieval Medicine (PHRM) and the accreditation of PHRM training sites.
- *Specialist Training Program*: Responsible for the administration of the ACEM Specialist Training Program leading to Fellowship of ACEM and the Joint Paediatric Emergency Medicine Training Program leading to the Specialist title of Paediatric Emergency Medicine Specialist and the provision of support for trainees throughout their training.
- *Accreditation*: Responsible for the accreditation of training sites for the ACEM specialist training program, including special skills placements.

Assessment Division:

The role of the Assessment Division is to enable the measurement, judgement and confirmation of the standard of trainee performance and achievement, with a focus on robust data analysis, contemporary best practice, quality assurance and continuous improvement.

- *Trainee Progression and Research*: Responsible for the administration, management and quality assurance activities to support trainee progression review and assessment of trainees' research requirements.
- *Examinations Operations*: Responsible for the ongoing development, administration and quality assurance activities to support the conduct of ACEM Examinations.
- *Assessment Systems and Standards*: Responsible for the ongoing development and administration of standards underpinning the ACEM Examinations and the digital systems required to support them.

Education Strategy and Development Division:

The role of the Education Strategy and Development Division is to provide expert advice, exemplary project management services, creativity and strategic thinking to the development, implementation, monitoring and evaluation of engaging and innovative education and training offerings to trainees and members.

- *Education and Training Projects*: Responsible for the development and implementation of strategic education and training initiatives underpinned by sound evaluation and design principles, including educational and training standards and content, and facilitated by strong collaborative partnerships with stakeholders.

- *Education and Training Product Design and Development*: Responsible for design and development of education and training products, including the establishment and fostering of strategic partnerships.

Position Purpose

The primary purpose of the role is to manage activities associated with the development and maintenance of centralised, consistent, integrated and efficient data collection, analysis and dissemination systems for assessment and examination processes, ensuring compliance to the highest assessment standards.

Key Responsibilities

The key responsibilities of the role shall include, but not be limited to:

- Lead the application of risk management principles to ensure the accuracy and integrity of examination data, results and feedback delivered to trainees, examiners and standard setters.
- Direct the development, review and validation of examination content to ensure alignment with blueprints and compliance with established quality standards.
- Oversee the delivery of online multiple-choice examinations in collaboration with IT staff, ensuring seamless execution.
- Manage standard setting processes and oversee the calculation of results for all specialist and Associateship examinations.
- Lead the psychometric analysis of examinations, including quality assurance of raw data.
- Oversee processes associated with standard setter, examiner and candidate feedback to ensure accuracy and timely delivery.
- Seek input and approvals from the Examinations Committee and FACEM advisors to address issues and drive continuous improvements.
- Provide leadership to address issues using defensible, evidence-based decision making which takes into account adequate consultation, fairness and compliance with policies and procedures.
- In partnership with the General Manager, Assessment, research and implement improvements of systems and processes to ensure ongoing alignment with best practice.
- Collaborate with IT to apply technical expertise in managing and enhancing systems associated with examinations, including the development of bespoke systems and tools to optimise data management, analysis and reporting.
- Work closely with the Manager, Examination Operations, and the General Manager, Assessment, to drive continuous quality improvement across examination processes, including item development and review, examination structure and format, dissemination of results and candidate support.
- Prepare and disseminate examination-related reports to committees and management.
- Ensure processes and systems are adequately documented and that capability is distributed across the team to mitigate risk during peak workloads or staff absences.
- Prepare budgets and oversight of expenditure for all cost centres related to areas of responsibility.
- Provision of leadership and management of direct and indirect reports within the Unit.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Tertiary qualifications in Adult Education or Management or an equivalent combination of relevant training and/or experience.
- Strong focus on quality assurance, supported by an understanding of risk management principles.
- Knowledge of statistical analysis applied in the context of examinations and assessment processes.
- Demonstrated experience in the development and implementation of education processes and systems, with a focus on assessment, within an adult education environment.
- Excellent interpersonal skills, with a demonstrated ability to work effectively in a team setting and independently.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.
- Proficiency in the Microsoft Office suite of products and use of advanced Excel formulae.

Desirable

- An understanding of IT concepts and basic scripting using Visual Basic for Applications (VBA).
- Experience/understanding of the Australian/Aotearoa New Zealand health care systems and not for profit specialist medical organisations.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Manager, Assessment Systems and Standards, the key capabilities include:

Effective communication:

- Able to communicate effectively in complex and unfamiliar environments.
- Produces clear written content to effectively communicate operational and strategic outcomes.
- Adapts and adjusts communication style for a range of audiences, situations and environments.
- Role models open, transparent communication by sharing relevant information, feedback and expectations at individual and team level.
- Creates regular opportunities to collaborate and consult with a wide range of internal stakeholders.

Stakeholder engagement and management:

- Drives communication and connectivity between key internal stakeholder groups; shares relevant information.
- Able to anticipate stakeholder behaviour and tailor response accordingly.
- Proactively maintains and enhances key stakeholder relationships.
- Able to repair damaged or difficult relationships.
- Shares information with leadership on decision making and team initiatives.
- Provides leadership and support to others in maintaining positive stakeholder relationships.

Decision making:

- Able to make informed, timely and effective decisions.
- Able to make decisions autonomously.
- Consults with internal stakeholders, subject matter experts, to gain input and insights relevant to decision making.

- Provides guidance / advice to team members to assist in decision making process.

Problem solving and advising:

- Able to anticipate problems and proactively identify potential solutions.
- Able to apply a logical, systematic approach to solving problems.
- Able to analyse and identify the root causes and impact of problems.
- Uses experience and judgement to assess which problems should be resolved by team or escalated.

Negotiation and influence:

- Negotiates complex matters with internal and/or external stakeholders.
- Proactively seeks support / cooperation from internal and/or external stakeholders.
- Aware of desired goals and objectives to work towards.
- Able to influence and steer interactions towards solutions and outcomes to the benefit of the organisation while maintaining constructive relationships.

Data gathering and analysis:

- Develops recommendations based on data analysed.
- Documents and presents recommendations on findings.
- Identifies applicability of findings to other areas of the organisation.
- Uses data to inform decision making at operational level.

Managing performance:

- Manages and monitors performance of individuals / team.
- Sets clear expectations for individual and team performance outcomes.
- Supports individuals to set goals aligned to operational and strategic goals.
- Provides coaching and guidance to support and maximise performance.
- Provides regular positive and constructive feedback on performance and delivery of outcomes.
- Identifies development and training needs for individuals and team.
- Identifies and addresses performance issues in a timely manner. Effectively deploys conflict resolution strategies.

Leadership and business acumen:

- Works collaboratively within own department / team and across the organisation.
- Operationalises business plans through delivery of projects and initiatives.
- Manages budget preparation process; implements and oversees budget management process.

Change management:

- Takes ownership for change process at project level.
- Contributes to the development of change plans.
- Provides subject matter expertise at key stages from concept to delivery.
- Proposes new approaches, process improvement, methods and technologies.
- Able to mobilise team to plan for and execute change process.
- Identifies potential resistance to change and develops mitigation strategies.
- Actively seeks opportunities to collaborate on change process across the organisation.

Organisation Responsibilities

As a member of ACEM staff, organisation responsibilities include, but are not limited to:

- Promulgation and demonstration the ACEM Core Values within the Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan, ACEM Reconciliation Action Plan and Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities in the Promapp system.
- Demonstration of leadership to develop and maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion.

Workplace Health and Safety

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

Organisational Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams

Organisational Relationships

Reports to	General Manager, Assessment
Supervision of	Assessment Systems Officer Coordinator, Digital Assessments and Standards Coordinator, Assessment Systems and Standards Examination Administration Officer
Internal Liaison	Executive Director, Education Examination Operations Unit Education and Training Department Technology and Business Services Unit All ACEM Employees Members and trainees of the College
Committee Liaison	Examinations Committee Examination Working Groups Court of Examiners Council of Education
External Liaison	IT consultants

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel to Aotearoa, New Zealand may be required.