Role Description
Education Support Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Learning and Teaching Group
Position Description no	10018-03
Classification/Grade/Band	Education Support Officer
Senior executive work level standards	Not Applicable
OSCA Code	432231
PCAT Code	1139192
Date of Approval	2024
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training, supporting hundreds of thousands of learners annually and with a proud history of setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Key Roles and Responsibilities

The Education Support Officer is supervised by the Teacher- in-Charge or Head Teacher and works under the direction of a teacher as appropriate. The role is responsible for a range of activities, which supports learners and enhances the student learning experience and educative processes.

1. Provide support to students to carry out tasks and facilitate their understanding of the learning materials and concepts.
2. Provide tutoring support to clients in a range of locations and modes to maintain learner's engagement with the learning program and to build skill and competence to complete their activities as advised by a Teacher.
3. Implement the tutoring strategy that has been developed by the Teacher and follow up students to encourage ongoing engagement and motivate and encourage the students to complete their tasks and activities.
4. Support Teachers and Head Teachers in meeting ASQA compliance functions including documentation.
5. Supplement the teaching activities by providing follow-up instruction as provided by the teacher and opportunities to practice skills to enhance the student's educative experience and engagement.
6. Provide tutoring support and feedback by face-to-face contact, email, online or by other mode using a range of media options.
7. Work in conjunction with Teachers and other roles as part of a delivery team, provide support, attend meetings and carry out administrative functions as required to support the teaching section.

Note: This role does not teach or prepare lessons or resources and does not deliver training nor undertake assessments.

Selection Criteria

- Appropriate subject knowledge, skills and vocational qualifications as determined by the employer and a commitment to maintain technical currency. (Note: this may include particular levels of experience and or vocational qualifications. The relevant learning location will insert the specific detail for the role).
- Ability to understand the content of the learning materials and the processes used in the discipline.
- High-level interpersonal and communication skills, including the ability to be proactive and show initiative and ability to explain ideas in a clear and concise manner.
- Commitment and ability to support learning in an adult environment and a demonstrated ability to motivate and encourage students.
- Ability to establish effective working relationships with people from a diverse range of backgrounds and to provide quality customer service as part of a broader team.
- Skills in the use of relevant information and communication technologies.

This Position Description incorporates pre-existing agreed Statement of Duties and Enterprise Agreement information with minor changes to reflect contemporary TAFE NSW language.