

Job Description – Learning Success Coordinator

Position Details

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| Position Title: | Learning Success Coordinator |
| Division/ Centre: | Vice President Academic |
| Department: | Student Success |
| Campus Location: | Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam. |
| Job Grade/ Classification: | PS07 |
| Time Fraction: | 1.0 |

RMIT University

RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and 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 Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

Position Summary

Student Academic Success (SAS) provides learning support services that promote academic achievement across RMIT Vietnam programs. The Learning Success Coordinator is responsible for the provision and delivery of learning advice through various study support services and resources offered by SAS including: individual and small group consultation sessions, workshop programs, peer-assisted learning and digital self-access materials through a range of media. In collaboration with the Manager and Learning Advisory team, the Learning Coordinator provides a variety of academic skills development experiences to RMIT students, developed in consultation with academic staff. The Coordinator will assist in maintaining the online presence of SAS and in addition, develop interactive digital resources. The position may involve supervision of project work by other SAS staff.

Reporting Line

Reports to: Manager, Student Academic Success

Indirectly reports to: Senior Manager, Student Success

Direct reports: Level 5 and 6 SAS staff (1 - 3 positions)

Key Accountabilities

- Facilitate face-to-face and online learning activities to support development of academic literacies, English language and academic skills across programs and Schools.
- Adapt, contextualize and deliver the activities based on program and student needs, and report on student feedback and effectiveness of these sessions to key stakeholders.
- Undertake individual and group consultations with students to provide academic study support across the undergraduate and postgraduate programs at RMIT Vietnam. Work with relevant staff to support “At Risk” students with the development of their academic literacy and language skills.
- Facilitate individualized study planning sessions with the aim of helping students to identify and plan for achievement of personal learning goals.
- Consult with academic staff to analyse support needs and develop support experiences and resources to align with course and program learning outcomes.
- Line management and professional development of direct reports within the learning advisory team.
- Plan, manage and assess strategic projects that develop learning support services and programs (may involve functional oversight of other SAS staff).
- Provide training, monitoring and ongoing development opportunities to student leaders participating in SAS Peer Assisted Learning programs.
- Design, develop and deliver content-integrated digital self-access resources to support ongoing academic literacies and language development in RMIT coursework.
- Provide project management oversight and reporting on strategic development initiatives related to SAS program goals.
- Actively promote SAS services to the RMIT student body. Contribute to ongoing communications plan/approach.
- Provide feedback on student learning opportunities and challenges to SAS and academic teaching teams. Conduct literature reviews to suggest recommendations on improvements in assessment design, communication, and student learning outcomes to key stakeholders
- Participate in the ongoing monitoring and program evaluation of SAS study support services and initiatives. Accurately and consistently collect and report quantitative and qualitative data using established reporting systems.
- Contribute to the collation and analysis of this data and support the delivery of this analysis to key stakeholders.

- Participate in projects to further develop the resources and services of Student Academic Success.
- Actively engage with the teaching and learning community within RMIT Vietnam and beyond. Engagement includes contribution to online and social media content produced, as well as special events such as those for prospective or current students, and relevant internal and external conferences and symposiums.
- Other relevant duties requested by Manager

Key Selection Criteria

1. A Bachelor's Degree with major relevant to supporting RMIT Vietnam students such as Commerce, Management, Professional Communications, Education, TESOL/Applied Linguistics, Communications etc. Master's Degree with Educational focus preferred.
2. At least five years of experience providing academic and study skills support within a secondary or tertiary education environment, or transferrable experience to the role.
3. Well-rounded skills in learning support, English language instruction, and academic literacies development in higher and/or further education institutions.
4. Proven ability to creatively design and engage students with activities that facilitate language and learning skills development in support of learners' own study goals
5. Research experience using qualitative and quantitative methods for evaluation of service delivery is desirable.
6. Strong report-writing skills
7. Proven ability to accurately maintain complex operational systems and reporting (high attention to detail)
8. Demonstrated awareness of student obstacles in assessment design and constructive alignment.
9. Proven ability to manage projects that deliver successful outcomes.
10. Skilled in the use of technology as a teaching and learning tool with experience in use of educational software for creation of interactive digital resources for online access (e.g. Camtasia, Storyline, Captivate, etc.); experience in use of Learning Management Systems (e.g. Blackboard, Canvas) – especially with use of Learning Analytics tools.
11. Demonstrated commitment to a skills-based, student-centred approach to instruction.
12. Proven ability to creatively design and engage students in activities that facilitate language and learning skills development in support of learners' own study goals.
13. Strong interpersonal and cross-cultural communication skills for interacting with diverse learners and colleagues in an international university context.
14. Classroom teaching experience (Preferred: Teaching Academic English to tertiary-level students or experience teaching in undergraduate programs)
15. Ability to display appropriate behaviours in line with the position, as per the RMIT University's Core Value: Inclusion, Imagination, Agility, Courage, Passion and Impact.
16. Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. As this role involves providing guidance to learners in Academic English language use, the minimum requirement is IELTS 7.0 (or equivalent, as outlined in the Recruitment and Selection Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

Organisational 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.

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| Endorsed: | Signature: Name: Title: Date: | Approved: | Signature: Name: Title: Date: |
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