

POSITION DESCRIPTION

Position Title	Student Support Learning and Teaching Coordinator		
Organisational Unit	ACU College		
Functional Unit	ACU College		
Nominated Supervisor	Director ACU College		
Higher Education Worker (HEW) Level	HEW 7	Campus/Location	Melbourne
CDF Achievement Level	1 All Staff	Work Area Position Code	#HR to assign
Employment Type	Full-time Continuing Contingent	Date reviewed	October 2018

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT THE PROVOST PORTFOLIO

The Office of the Provost oversees and coordinates the work of the Academic Portfolio which is a central contributor to ACU's Strategic objectives. Led by the Provost, this work supports the Vice-Chancellor and President by providing strategic leadership of major academic-related activities across the university. The key areas within the Academic Portfolio currently are as follows:

- Faculties
- Chair, Academic Board
- ACU International
- ACU College
- Strategic Partnerships and Executive Education
- Core Curriculum via Faculty of Theology & Philosophy
- Rome Campus

ABOUT ACU COLLEGE

ACU College is the centre for Vocational Education and Training (VET) at Australian Catholic University (ACU). ACU is a Registered Training Organisation (RTO No: 3578) delivering nationally accredited VET courses from certificate III to diploma level.

ACU College offers courses in nursing, education support, individual support, early childhood education and care, leadership and management, allied health, first aid, manual handling and CPR. Our courses are offered in Queensland, Victoria and the Australian Capital Territory (ACT).

ACU College has developed extensive industry partnerships with leading education, health and community services organisations, providing students with the opportunity to apply learned skills in contemporary workplaces through planned professional experience placements.

ACU College courses are customized to meet the needs of industry, ensuring students gain the skills needed to transition successfully into the workplace or onto further studies in ACU through our pathways program.

ACU College is firmly committed to delivering nationally recognised qualifications and accredited courses in accordance with the Australian Qualifications Framework (AQF).

POSITION PURPOSE

The purpose of this position is to provide comprehensive services to ACU College staff, students and prospective students to ensure a seamless progression from recruitment, selection, enrolment and ongoing student support throughout the duration of their course. The function also supports the Director's leadership in learning and teaching within ACU College and is a source of expertise for Course Coordinators in providing quality learning and teaching and student support for ACU students.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Delivery Model within the Service Excellence Framework
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Student Learning and Teaching Support <ul style="list-style-type: none"> Work closely with the Director to improve ACU College's engagement with students across teaching methods, delivery modes, and assessments. Prepare drafts of new training products in conjunction with ACU College's Compliance function to facilitate the approval process via ACU's Academic Board Subcommittees. Manage the two Student Support & Administrative Officer roles (HEW 5). Provide secretariat support for the ACU College's Learning and Teaching Committee. 	<ul style="list-style-type: none"> Collaborate Effectively Communicate with impact Know ACU Work Processes and Systems 				✓
Recruitment, Selection and Enrolment Processes <ul style="list-style-type: none"> In collaboration with Course Coordinators and Student Support & Administration Officers, coordinate the recruitment, selection and enrolment processes for prospective ACU College students including administering the Pre-Training Review (PTR) including the Language Literacy and Numeracy (LLN) Test. Coordinate the interview section of the PTR in accordance with state funding requirements and federal policy guidelines. Develop individual learning plans (ILPs) in conjunction with Course Coordinators/Trainers, for students identified as needing additional support. Coordinate and participate in ACU College Open Days and other marketing events as required. 	<ul style="list-style-type: none"> Know ACU Work Processes and Systems Deliver stakeholder centric service Collaborate Effectively 			✓	

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Student Support <ul style="list-style-type: none"> Identify student learning and support needs in conjunction with Course Coordinators/Trainers and match students with various support services in the University. Provide expertise advice and support to course coordinators to manage and document student progress including learning difficulties, reassessments, complaints and appeals processes. Provide advice with the management of critical incidences and coordinate responses and referrals internally and externally. Contribute to continuous improvement of learning resources, assessments and content delivered by identifying and facilitating improvements to policy and processes to enhance the student experience. Coordinate the orientation and induction of ACU College students in collaboration with Industry Engagement Coordinators and support staff. 	<ul style="list-style-type: none"> Communicate with impact Make informed decisions Know ACU Work Processes and Systems 				✓
Marketing <ul style="list-style-type: none"> Support Marketing and External Relations (MER) and ACU College's Business Operations & Compliance Manager with marketing initiatives including compliance alignment. In conjunction with Faculties, assist ACU College to document pathways and associated processes available to students. Update marketing collateral as required. 	<ul style="list-style-type: none"> Communicate with impact Deliver stakeholder centric service Collaborate effectively 				✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Coordinating the workloads of busy Student Support and Administration Officers to meet ACU College student retention and selection priorities
- Dealing with students' varying academic and sometimes mental health and personal issues and providing and/or referring to relevant support services

Decision Making / Authority to Act

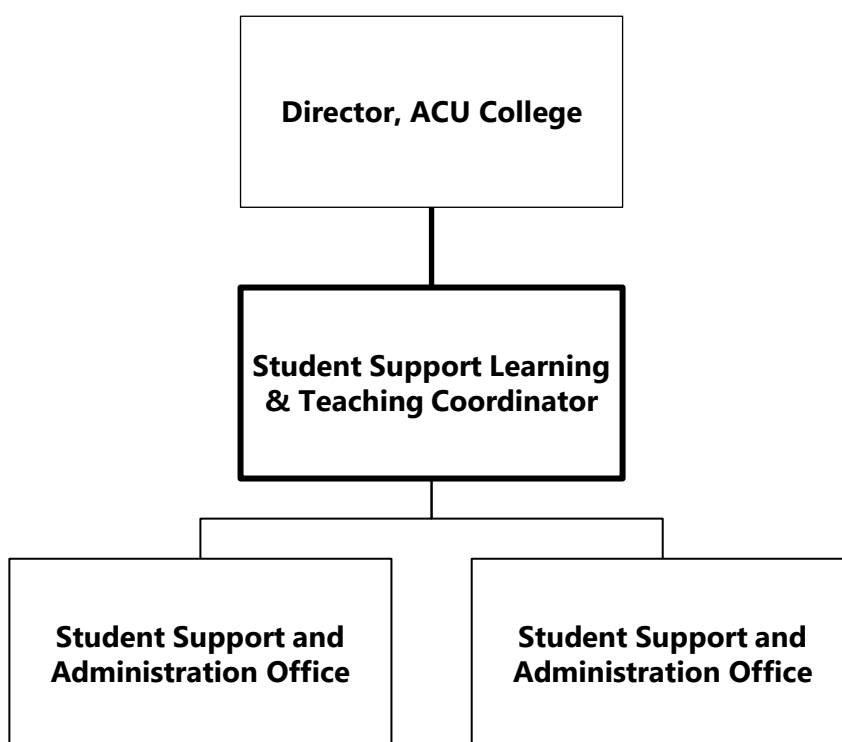
- The position holder has substantial autonomy in the day-to-day coordination of support and administrative services and draws on the support of colleagues and management on more complex matters
- The position holder advises and makes recommendations on procedural and system improvements and changes to the manager.

Communication / Working Relationships

- The position holder communicates internally with staff and prospective students and is responsible for communicating information, policies, procedure, initiatives and direction consistent with guidelines and relevant legislation to those delivering the services
- The position holder liaises with internal and external stakeholders including to arrange meetings and to give and receive information for the Director. The position holder also manages phone enquiries from other organisations, students and members of the general public.

Reporting Relationships

Note: this is the relevant extract from the organizational chart



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Completion of a relevant undergraduate degree in education or related field with preferably Learning and Teaching experience in vocational education; or an equivalent combination of relevant experience and/or education/training.
2.	Holds minimum Certificate IV in Training and Assessment -TAE40110 (with TAE411/401a and TAEASS502/a/b) or TAE 40116.

3.	Experience in supporting students in their studies
4.	Demonstrated experience coaching staff with an emphasis on professional development and encouraging others to share skills to build a culture of learning and improvement
5.	Highly developed written communication skills with a high level of accuracy and excellent interpersonal skills with the ability to liaise, consult and negotiate effectively with a wide range of people to effectively coordinate programs.
6.	Current Police Clearance Check.

Core Competencies (as per the [Capability Development Framework](#))

7.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
8.	Demonstrated ability to work independently and collaboratively internally as part of a small team and externally to ACU in order to capitalise on all available expertise in pursuit of excellence.
9.	Demonstrated ability to communicate with impact and purpose to gain the support of a wide range of stakeholders, both internal and external to create positive impact and successful outcomes.
10.	Demonstrated ability to make informed evidence-based decisions by effectively sourcing and interpreting information to achieve high quality outcomes for the organisation. See the Service Delivery Model .
11.	Demonstrated ability to plan work activity, work under pressure and prioritise time and resources using established processes and technology to achieve optimum efficiency and effectiveness.

Other attributes

12.	Evidence of ability to work with children, and contribute to and protect their safety and wellbeing. The successful applicant will be required to hold a valid working with children clearance for the State or Territory in which the position is located.
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