



Position Description

Course Administration Officer

Course Administration Team

Faculty of Arts and Education

Classification	Level 5
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	The University is committed to enhancing services to students. In the future, hours of work for student-facing teams may be extended in accordance with the provisions of Clause 24 of the Enterprise Agreement.
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	March 2021



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia’s pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our Purpose and Vision, the university has three key goals:

1. Maintain the university’s position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university’s operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff will be required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

Our Students	Commencing Progress Rate Student Experience
Our Research	Research Income Research Quality and Impact
Our People	Engagement All Injury Frequency Rate
Our Social Responsibility	Underlying Operating Result Community and Partner Sentiment



Faculty of Arts and Education

The [Faculty of Arts and Education](#) is one of three Faculties within the University. The faculty offers a diversity of undergraduate and postgraduate courses in teacher education, communication, social work and human services, library and information studies, theology, humanities and arts, Indigenous Australian studies and Islamic studies.

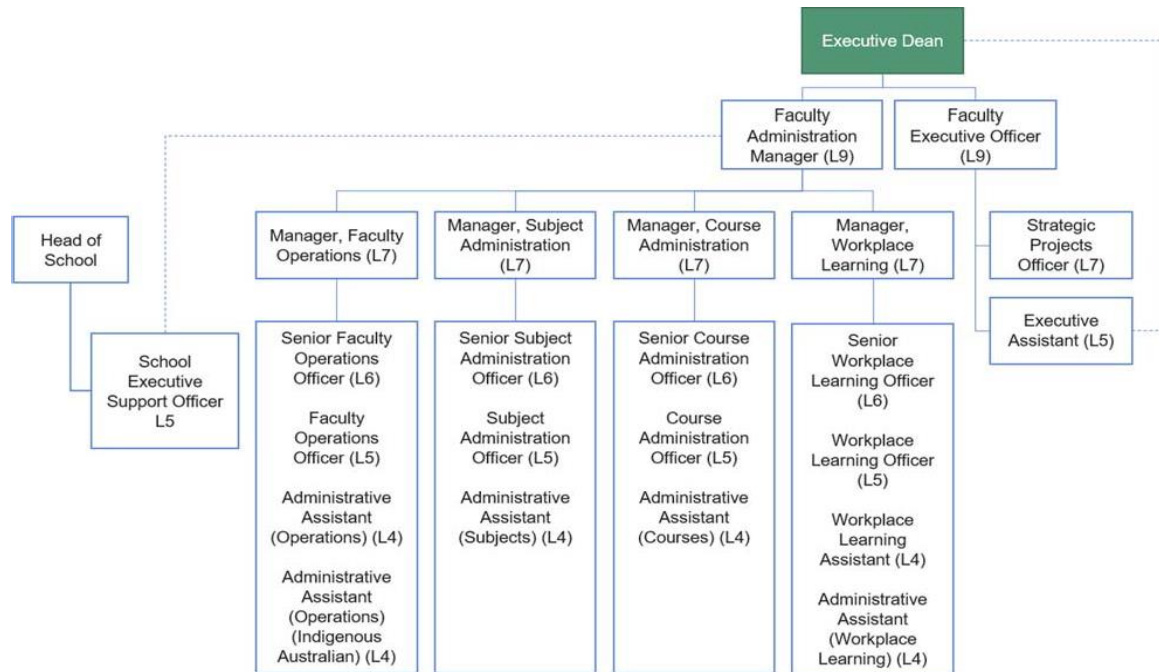
With approximately 9,000 online students and 1,800 on campus students, the faculty is an innovator in online and blended learning modes. Over 160 FTE academic staff deliver distinctive courses and are supported by a skilled team of professional staff. On campus, courses are delivered at the University's Wagga Wagga, Albury-Wodonga, Bathurst, Dubbo, and Port Macquarie campuses, and other locations including Sydney and Canberra.

Academic staff within the Faculty undertake high quality, impactful research that engages with government and professional organisations, nationally, internationally and in regional communities. The Faculty of Arts and Education has a vibrant and diverse community of doctoral candidates, both on and off campus, in Australia and around the world.

Oversight of the professional teams in the Faculty is the responsibility of the Faculty Administration Manager, who notionally allocates professional/general staff to Schools and has the flexibility to move resources between schools and functions to cover workload peaks.



Organisational chart



Reporting relationship

This position reports to: Manager, Course Administration Team

This position supervises: NA

Key working relationships

- Heads of Schools
- Students
- School and Faculty Leadership
- Course Directors and Discipline Leads
- School and Academic Staff
- Faculty Administration Team
- Divisions and Offices of the University



Position overview

The role of the Course Administration Officer is to assist students by providing information and guidance on all aspects related to their commencement and progression through a course of study. The position works closely with Course Directors to assist with preparation of documentation, communications with students, exercise of delegations, and assessing data and trends related to a course. The incumbent is required to develop a good working knowledge of course rules and requirements and work collaboratively with team members. As a member of the Faculty Administration Team, the Course Administration Officer provides support to other areas of the Faculty as required.

Principal responsibilities

- Provide enrolment and course advice to students within guidelines provided by Course Directors, resolving issues in accordance with University protocols and logging them in the customer relationship management (CRM) system.
- Coordinate selection processes for student entry into courses (where required), orientation activities for new students enrolled in courses offered through the Faculty (in association with the Office for Students), and course-based residential schools and workshops.
- Manage the assessment of applications for admission, credit, course transfer, leave of absence and other course related applications to ensure accurate and timely response to the student.
- Monitor student progression and approve student transcripts for graduation purposes within approved guidelines.
- Facilitate the identification of students 'at risk' and the processing of exclusions.
- Provide administrative support in all aspects of course review, including the management of student enrolments for courses targeted for phase out, the preparation of course accreditation documents, and the monitoring of accreditation requirements.
- Assist the Course Directors in relation to CASIMS (Course and Subject Information Management System) for the preparation of course documents.
- Assist the Manager with the maintenance of the CAL (Course Availability List) and with standard credit packages.
- Generate reports and provide advice to Course Directors in regard to all course related matters, e.g., admissions, enrolments, 'at risk' students, attrition and completions in association with the Faculty Information Analyst.
- Assist Course Directors with marketing initiatives and activities, including the provision of advice to prospective students, and the development and maintenance of course material online (Online Course Brochures).
- Provide advice to staff and students on the application of University policy and regulations.



- Provide secretariat services to relevant committees and course related working parties and groups, including the preparation and distribution of agendas, papers, and minutes and effecting follow up actions.
- Undertake administration associated with courses offered by partners.
- Contribute to the development and enhancement of quality assurance procedures for processes undertaken by the Course Administration Team.
- Perform other duties appropriate to the classification as required.



Role-specific capabilities

This section comprises capabilities from the [Charles Sturt Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Innovative	With creativity at our core, be open to new ideas and seek to find better ways.
Live our values	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
Adapt to change	Explore the reasons for change and be willing to accept new ideas and initiatives.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.
Achieve personal work goals and objectives	Accept and tackle demanding goals, work hard, make the most of development opportunities, seek progression.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.



Selection criteria

Applicants are expected to have the following requirements to be considered for this position.

Essential

- A. Completion of a degree without subsequent relevant work experience as a graduate upon appointment; or completion of an associate diploma with a range of experience, normally including at least 2 years' subsequent relevant work experience; or completion of a certificate and extensive subsequent relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Strong administrative skills with demonstrated experience in data extraction, report presentation, managing competing demands and task prioritisation, in a multi-faceted and changing organisational environment.
- C. Excellent communication, interpersonal and customer service skills appropriate for developing professional relationships with team members, other staff and students.
- D. Demonstrated ability to think analytically, problem solve and interpret and apply policy, guidelines and procedures.



Brisbane

New South Wales

Dubbo

Port Macquarie

Orange

Bathurst

Sydney

Goulburn
NSW Police Academy

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta
Regional Study Centre

Victoria

Melbourne

● - Capital city ● - Campus location

