

Job Title:	Student Program Coordinator (Learning Support)
Job No:	AA144
Dept/Business Unit:	Student Support
Accountable to:	Chief Academic Officer
Reporting to:	Chief Academic Officer
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Safety at the Heart of Everything We Do, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Student Program Coordinator (Learning Support) is part of the broader Student Support Team and is responsible for coordinating and developing individual learning programs for domestic and international students to support their progression through the program of learning they have enrolled in at Aviation Australia.

DUTIES

Key accountabilities of this role include:

- Build and sustain positive relationships with students.
- Maintain a thorough and up-to-date understanding of students learning support needs to ensure these are successfully managed.
- Monitor course progress and student attendance.
- Provide support to students throughout enrolment, and educate on various issues such as payments, complaints, behaviour and attendance to ensure compliance with requirements and expectations.
- Work closely with instructors and other business units to understand and manage student issues promptly and effectively.
- Effectively manage remedial processes and counselling with students whilst ensuring compliance with regulatory requirements.
- Provide support for, and promote activities and programs to students, including open days, inductions and graduations.
- Manage a wide range of student issues across all training programs in consultation with the business units and in line with company policy.
- Ensure Aviation Australia complies with all educational and support services required under Australian Skills Quality Authority (ASQA), Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), and ESOS National Code guidelines.
- Identify opportunities for continuous improvement for systems, processes and procedure.

- Liaise with external customers from aerospace and related industries to ensure effective communication between stakeholders and Aviation Australia to maximise student employment opportunities and outcomes on completion of their training.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Student Program Coordinator (Learning Support) has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.
- Access systems relevant to student records and training administration functions under authorisation of the accountable /reporting manager.

SELECTION CRITERIA

Qualifications

Desirable

- A recognised qualification in learning support or equivalent educational qualification.
- A recognised qualification in business administration, marketing, sales or customer service discipline or equivalent experience.

Experience

Essential

- Demonstrated experience in leading and supervising students with a focus on educating and counselling on a range of issues.
- Demonstrated experience in the preparation of business correspondence and reports.
- Experience in managing culturally diverse student environments.
- Experience working in the vocational training sector or in a training/learning and development environment.

Desirable

- Demonstrated student coordination experience within the aviation training setting.
- Knowledge and experience in delivery of 'aviation based' technical training programs.
- Knowledge and understanding of the ESOS National Code

Knowledge and SkillsEssential

- Demonstrated experience and/or knowledge of how to effectively contribute to a workplace that is safe from discrimination, bullying, harassment and sexual harassment.
- Demonstrated knowledge of ASQA standards and how compliance against these standards is maintained and demonstrated.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Desirable

- Knowledge and understanding, or the ability to rapidly acquire knowledge and understanding of:
 - VET standards and how compliance against these standards is maintained and demonstrated;
 - Relevant Commonwealth or State/Territory legislation that applies to aviation training.
- Sound knowledge and/or understanding of commercial aviation.

Personal QualitiesEssential

- Enthusiastic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.