

# POSITION DESCRIPTION



## STUDENT SERVICES

<b>Position Title</b>	Enrolments and Administration Officer
<b>Department</b>	All
<b>Reports To</b>	Training Manager & CEO
<b>Position Summary</b>	<p>The position is primarily responsible for completing new student enrolments for iAscend classes. You will act as an authorised delegate of iAscend for assessing student's eligibility against the Victorian Training Guarantee (VTG). You will provide standardised enrolment information and course specific information to different groups.</p> <p>You will need to drive either the iAscend car or your own vehicle to enrolment and orientation session at locations around Melbourne, within and outside business hours. This may include the occasional night and weekend.</p> <p>A key aspect of the role also includes administration and support to the Training Manager, Students, Contractors/Agents and training staff in the delivery of training programs. This will include a large amount of data entry for student enrolments and course progress.</p> <p>As industry demands change the requirement of this role may change, we may require you to be flexible and adaptable to a changing role.</p>
<b>Key Requirements</b>	<ul style="list-style-type: none"><li>• Full Australian driver's license</li><li>• Good organisational and administration skills, with attention to detail and an ability to work to timelines.</li><li>• Proficient with Microsoft Office suite and database systems.</li><li>• Highly developed interpersonal and communications skills.</li><li>• Knowledge of vocational education and training systems</li><li>• Ability to work within a team environment.</li></ul>
<b>Salary Range (TRP)</b>	\$47,000 - \$55,000 TRP (Total remuneration package, includes superannuation)
<b>Employment Status</b>	Ideally permanent, opportunity for temp via recruitment agency.
<b>Standard Hours</b>	Monday to Friday 9am to 5pm Saturday from 10am to <i>usually</i> 2pm, on average (1) Saturday per month

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<b>Location</b>	Melbourne Head Office.  Primarily based in the Melbourne CBD with occasional travel required to other locations for enrolment sessions.
<b>Date Prepared</b>	27 <sup>th</sup> August 2015
<b>Key Liaisons</b>	<p><u>Internal</u>: Students, iAscend Management, Administrative and Teaching Staff, Agents/Contractors</p> <p><u>External</u>: Prospective Students, other providers of Welfare, Counselling, Student Services, Industry Agencies</p>

## Key Performance Indicators

<b>Key Tasks</b>	<b>Description</b>
<b>New Classes</b>	<ul style="list-style-type: none"> <li>• Liaise with agent/trainign manager prior to commencement of new class</li> <li>• Prepare enrolment and orientation paperwork</li> <li>• Go to site and conduct orientation and enrolment</li> <li>• Check eligibility against the VTG and act as authorised delegate</li> <li>• Complete and/or Check authorised delegates section is correct on enrolment form</li> <li>• Check enrolment forms to ensure any items where the student has indicated they may need help have been addressed by the trainer on the training plan</li> <li>• Check enrolment forms have been completed in full.</li> <li>• Check eligibility documentation</li> <li>• Check LLN tests completed and marked accurately</li> <li>• Check Training plans completed correctly</li> <li>• Check paperwork and deliver to appropriate administrative support personal to process</li> <li>• Read and familiarise with specific iAscend polices and procedures</li> </ul>
<b>File Management – new enrolments</b>	<ul style="list-style-type: none"> <li>• Check student has paid fees with Finance</li> <li>• Complete student file checklist</li> <li>• Enter new enrolments per class/occurrence into VETtrak and ensure that the enrolment form and students details match</li> <li>• Put student enrolment into file and label accordingly</li> <li>• Send confirmation of enrolment emails/letters to all students in the class (PAID) – or pass to finance</li> <li>• Read and familiarise with specific iAscend polices and procedures</li> </ul>

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<p><b>File Management – ongoing assessments</b></p>	<ul style="list-style-type: none"> <li>• As assessments are submitted, enter into VETtrak– check full name to ensure in correct student file</li> <li>• Check assessments for accuracy of marking by assessor (1-2 in every batch submitted) and handwriting is similar to students other assessments submitted and LLN test</li> <li>• Once entered into VETtrak, put in student file and then mark off on the training plan – ensure correct dates on training plan and assessment match</li> <li>• Read and familiarise with specific iAscend polices and procedures</li> </ul>
<p><b>Class file management</b></p>	<ul style="list-style-type: none"> <li>• Collect and check attendance registers for each class against class enrolment details</li> <li>• Collect Instructors reports</li> <li>• File the above in class/trainer folder</li> <li>• Read and familiarise with specific iAscend polices and procedures</li> </ul>
<p><b>Student performance</b></p>	<ul style="list-style-type: none"> <li>• Send unsatisfactory academic performance letters when required</li> <li>• Send confirmation of withdrawal letters when required</li> <li>• Process letter requests</li> <li>• Always up-date VETtrak student information with specific student information</li> <li>• Maintain student interview forms if received</li> <li>• Discuss poor academic performance with trainer and training manager if required</li> <li>• Read and familiarise with specific iAscend polices and procedures</li> </ul>
<p><b>Processing SOA and Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Prior to completing any student in VETtrak double check student file – assessments match, hard copy training plan, match VETtrak report and that all required documents are in the student file, including payment of fees has been made</li> <li>• Send survey monkey surveys to students as they complete (via email)</li> <li>• Read and familiarise with specific iAscend polices and procedures</li> </ul>
<p><b>Procedures and Systems Management</b></p>	<ul style="list-style-type: none"> <li>• Process and follow up Student issues or complaints. This may require acting as Student advocate and mediator. Always inform training manager of any serious complaint or discrepancy</li> <li>• Complete Corrective Action Reports CAR reports as required and submit to the compliance officer/CEO (used for issues, problems, continuous improvement ideas)</li> <li>• Maintain a current knowledge of iAscend courses and policies and procedures.</li> </ul>
<p><b>In-House Liaison</b></p>	<ul style="list-style-type: none"> <li>• Perform as a key member of the Student services team</li> <li>• Help out other Officers in their area if required</li> <li>• Prioritise entering for end of month which may include assisting other team members</li> <li>• Complete reasonable additional overtime if required prior to reporting to ensure student files are up-loaded on a timely basis</li> <li>• Identify and Report an OHS/WHS concerns to the training manager/compliance officer</li> </ul>
<p><b>Professional Development Plan</b></p>	<ul style="list-style-type: none"> <li>• We require all staff to undertake annual professional development activities at a minimum.</li> <li>• These could include attending conferences, in-house training, job rotation, short-courses etc.</li> </ul>