

Student Learning Support Coordinator - NPI Melbourne (CBD & Blackburn), full-time; ongoing

Navitas was founded in 1994 with the goal of helping more international students succeed at university in Australia via improved student support and an extended academic year. Since then, Navitas has significantly expanded the services it offers students and clients and is creating opportunities through lifelong learning for more than 80,000 people in 27 countries every year. Navitas listed on the Australian Securities Exchange (ASX) in 2004 and is now an S&P/ASX Top 100 Company, employing more than 5,500 staff globally. Navitas operates across three Divisions.

For more than twenty years, Navitas Professional Institute has been developing and delivering courses and programs for students looking to advance their knowledge, skills and careers. We offer an extensive range of Nationally Accredited courses from Certificate to Masters Level in a wide range of discipline areas such as Psychology, Counselling, Nursing, Community Services, English Teacher Training and Criminal Justice. Navitas Professional also delivers training and business solutions to employers to meet their requirements for “work-ready”, skilled employees and provides learners and clients with relevant, practical tertiary and vocational skills, work experiences and support in their career development and working lives.

Introduction to the role

This role works within the Student Learning Support Unit NPI, whose purpose is to provide exemplary learning support to ACAP and NCPS students. You will provide individual and group learning and LLN skills support via individual consultations, generic and embedded workshops and through provision of resources. This is delivered face-to-face and online for students studying on campus and by flexible modes of delivery.

Key Selection Criteria

- Undergraduate degree in Education or a related discipline
- Demonstrated work experience in adult education
- Extensive experience in the provision of LLN support including assessing learning needs, developing learning plans and writing skills
- Demonstrated experience in the development and facilitation of study and LLN skills workshops
- Experience developing study and LLN skills resources
- Excellent written and verbal communication, and interpersonal skills
- Demonstrated capability to develop effective working relationships with a diverse range of people
- Effective time management and organizational skills
- Demonstrated capacity to manage a busy workload

Desirable

- Experience with Social Sciences, Counselling, Criminology or Psychology disciplines
- Experience in delivering services to students studying online or at a distance
- Experience working in the vocational education sector

What we offer

An attractive remuneration package will be negotiated with the successful candidate. The Navitas Group offers outstanding long-term career opportunities within Australia and abroad, and is values driven and an equal opportunity employer.

Applications, including cover letter and resume, and enquiries can be directed to Ellen Cooper, Head of Student Learning Support NPI, at email Ellen.Cooper@navitas.com

Applications close on **Tuesday, 26 April 2016** at 5PM AEST.

Student Learning Support Coordinator 1.0 Melbourne: ACAP and NCPS

Division: Navitas Professional Institute

Reports To: Head of Student Learning Support NPI

1. Overview and Objectives of the Position

The position works within the Student Learning Support Unit NPI, whose purpose is to provide exemplary learning support to ACAP and NCPS NPI students tailored to meet their particular needs and aligned with NPI strategic objectives.

Specifically, the role provides individual and group learning and academic skills support via individual consultations, generic and embedded workshops and through the provision of resources. Services and resources are delivered face-to-face and online for students studying on campus and by flexible modes of delivery. The role works collaboratively as part of the Student Learning Support team and is more broadly located in the College's Learning and Teaching Group. The role reports to the Head of Student Learning Support, NPI.

2. Key Relationships

- Head of Student Learning Support NPI
- Student Learning Support team, nationally
- ACAP and NCPS Management and Teaching Staff

3. Key Result Areas (Areas of Accountability and Responsibility)

Areas of action:

Key Result Area	Specifically Agreed Tasks and Objectives	Key Performance Indicators
Learning support services	<ul style="list-style-type: none"> • Provide student learning support services to assist students in the development of their study and academic skills • Develop and deliver student learning support workshops face-to-face and participate in the development of online delivery support • Provide individual consultations to students on learning issues 	<ul style="list-style-type: none"> • Effective learning assistance and support provided to students • On campus and online workshops developed, organised and delivered according to schedule and student needs. • Individual consultations provided to students

Key Result Area	Specifically Agreed Tasks and Objectives	Key Performance Indicators
	<ul style="list-style-type: none"> Develop and deliver 'embedded' learning workshops on campus in Melbourne and in Adelaide as required Liaise with academic staff and educators on the provision of learning support Contribute to the organisation and delivery of student orientation and transition activities Maintain records of student registration for workshops, consultations and other support services Collate feedback from services provided and contribute to their improvement, based on this feedback Maintain appropriate referral systems for students with personal and welfare issues 	<ul style="list-style-type: none"> Feedback on services and support gathered and analysed Contribution to the improvement of services based on feedback made Accurate records maintained Positive relationships with students and educators developed and maintained Accurate and appropriate referral systems maintained and up to date
Learning support resources	<ul style="list-style-type: none"> Develop and maintain hard copy and online academic and study skills resources 	<ul style="list-style-type: none"> Adequate resources developed and maintained
Communication	<ul style="list-style-type: none"> Plan and schedule appropriate notices or class visits each term to inform students about SLS Services Produce flyers, booking forms, emails, posters and other forms of communication regarding the services provided by the SLS Team Update the various websites (e.g. acap.edu.au; my.acap.edu.au, currentstudents.acap.edu.au) regarding SLS services in collaboration with SLS colleagues 	<ul style="list-style-type: none"> New classes visited each term Announcements in online class spaces made Accurate communication materials produced and distributed Schools, students and educators informed about SLS services available Relevant websites updated accurately and regularly
Projects and reporting	<ul style="list-style-type: none"> Participate in and/or coordinate projects relevant to the SLS area Produce reports on activities undertaken in the provision of student learning support 	<ul style="list-style-type: none"> Effective participation in and/or coordination of, SLS related projects demonstrated Accurate and high standards reports produced on time
Other duties	<ul style="list-style-type: none"> Attend team meetings and contribute to the development of the unit Represent the SLS unit, as required Contribute to the development and implementation of policy, as required Perform other duties relevant to the role, as specified from time to time 	<ul style="list-style-type: none"> Meetings attended as required and active participation demonstrated Contributions to the ongoing development of the unit made Allocated tasks completed on time

4. Selection Criteria (Qualifications, Skills and Experience)

Essential Skills & Experience

- Undergraduate degree in Education or a related discipline
- Demonstrated work experience in adult education
- Extensive experience in the provision of academic support including assessing learning needs, developing learning plans and academic writing skills
- Demonstrated experience in the development and facilitation of study/academic skills workshops
- Experience developing study/academic skills resources
- Excellent written and verbal communication, and interpersonal skills
- Demonstrated capability to develop effective working relationships with a diverse range of people
- Effective time management and organisational skills
- Demonstrated capacity to manage a busy workload

Desirable:

- Experience with Social Sciences, Counselling, Criminology or Psychology disciplines
- Experience in delivering services to students studying online or at a distance
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Document version details

Issue date	Summary of changes
4 April, 2016	Created