

## Position Description

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|-------------------------------|---|
| <b>Position Title</b>         | Student Administration and Accounts Officer |
| <b>Portfolio</b>              | Student Experience                          |
| <b>Division</b>               | Student Administration                      |
| <b>Department/Cost Centre</b> | Student Administration - 05100              |
| <b>Classification</b>         | Specialist Staff Level 4                    |
| <b>Position Number/s</b>      | 102810                                      |
| <b>Reporting to</b>           | Team Leader - Admissions                    |
| <b>Supervises</b>             | Nil   |

### Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider.

South West TAFE is where practical skills meet real opportunity. With over 150 industry-aligned courses, we help people build the confidence and capability they need to step into their future — whether that's a new job, a career change or further study.

SWTAFE campuses are situated on the lands of the Gunditjmarra, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr nation, and the Tjap Wurrong and Bunganditj peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and a further delivery site at Glenormiston. They offer modern facilities, expert trainers and strong connections to local industry—so learning stays relevant, hands-on and flexible.

We're not just keeping up — we're staying ahead. And we're proud to be part of a region that's growing, evolving and inspiring change.

### Division Overview

The Student Administration team provides exceptional customer service to our clients, and is the first point of contact for information, advice and assistance on a range of SWTAFE and student administration processes. Information and advice is provided to prospective, present and past students on a broad range of matters from initial enquiry, applications, course admission and enrolment, fees and student finances, through to careers advice and graduation. The Student Administration team provides a friendly and welcoming environment to students, prospective students, the broader community, SWTAFE staff, and ensures services are delivered efficiently, accurately and in a timely manner.

### Position Overview (Your Opportunity)

The Student Administration and Accounts Officer (SAAO) provides a high level of customer service, advising both current and prospective students, and other Institute clients on fee payment options including determining eligibility for government funded places. The position incumbent monitors and manages student debt, fees and payment advice, withdrawals, refunds, and the management of VET Student Loan fees and databases.

This position is integral to SWTAFE's student engagement focus and supports the Manager & Team Leaders within Student Administration with the planning and implementation of SWTAFE administrative services. The role also provides support and training to the Student Administration team on a day to day basis.

### Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

#### Your Position

- Maintain a detailed knowledge of South West TAFE courses, enrolment process, and relevant government policy, including the requirements of the TAFE VET Funding Contract and associated Guidelines, to ensure that correct information is communicated to clients

## Position Description

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- Provide expert advice to current and potential students with regards to enrolment processes, fee payment options, course withdrawal, refund policies and course information. Work closely with the Skills and Jobs Centre to support students in selecting the most suitable course for enrolment
- Maintain up to date knowledge of various funding support opportunities available through state and federal government initiatives and, where appropriate, assist clients to access funds or to link with an appropriate agency
- Use SWTAFE nominated Student Management System to process enrolments and withdrawals in line with SWTAFE Policy
- Manage the refund application process
- As appropriate, ensure that students are aware of obligations when undertaking a fee payment plan and assist students to understand the consequences of, and possible action to remedy, non-compliance
- Manage student debt and through student contact, offering approved solutions, and where necessary, work with debt management agencies in the debt management process.
- Monitor external online databases to ensure accuracy of SWTAFE published course information in alignment with the marketing team.
- Contribute to the annual planning process of the Student Administration team including the development of procedures, communication processes and continuous improvement strategies
- Provide support and training, and play a support role to the Student Administration team on a day to day basis/as requested/required by team leaders
- Where required, attend relevant SWTAFE and industry events
- Support SWTAFE with transitioning of students from superseded training packages, attend relevant meetings and provide guidance to institute staff as required
- Respond to and assist queries from staff regarding withdrawal and refund policies, fees and payment options as well as student and sponsor account queries.
- Maintain up to date knowledge of all systems required to carry out day to day tasks
- Maintain student's awareness of VET Student Loan obligations and aid in the completion of necessary documentation to activate a deferment of fees
- Maintenance of electronic Commonwealth Assistance Form (eCAF) application submissions, our VET Student Loan Fee Notice, Statement of Covered Fees and Commonwealth Assistance Notices
- Maintain VET Student Loan databases and submit reports regarding deferrable debt to internal and external stakeholders. Having a sound understanding of the eCAF system, Tertiary Collection of Student Information (TCSI) reporting system, TCSI data entry, TCSI Analytics, HELP IT SystemHITS and MySkills. Run accurate monthly reporting to ensure any withheld payments are followed up and received
- Maintain yearly Schedule of Fees to reflect changes to our Diploma and Advanced Diploma courses
- Support all Diploma and Advanced Diploma students to have their census dates equally proportioned throughout their course
- Maintain current VET Student Loan documentation to ensure all SAAO's are able to complete any VET Student Loan requirements if needed

### **Your Organisation**

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

### **Key Selection Criteria (Key to Success)**

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated excellence in customer service, preferably in an education environment, with an understanding of the student lifecycle including enrolment and payment principles

- Proven communication and interpersonal skills including the ability to build strong client relationships in a professional manner and interact effectively with a diverse range of people
- Demonstrated understanding and application of basic counselling skills including the ability to deal sensitively and confidentially with clients
- Demonstrated ability to develop an extensive knowledge of SWTAFE's courses, pre-requisites and career pathways in both TAFE and University environments
- Demonstrate initiative, problem solving and research skills necessary to identify appropriate solutions and assist clients in developing strategies to address identified issues
- Demonstrated time management skills including the ability to meet deadlines, achieve goals and to work concurrently on and prioritise, multiple tasks and work schedules
- Demonstrated competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products. Extensive experience in researching the internet, using internet-based applications and database management software is required

### Qualifications and Requirements

#### *Mandatory requirements*

- Certificate IV in Business, Human Resources, Accounting, or relevant work experience, or lesser formal qualifications with significant relevant experience including demonstrated experience in an advisory capacity or in the provision of information
- Victorian Drivers Licence
- Employee Victorian Working with Children and satisfactory Police Check
- Experience using Microsoft Office products and relevant industry software and programs

#### *Highly desirable requirements*

- Experience working in an accounting setting or with financial accounts
- Customer service and administration experience

### Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

|                       | Authority level              | Name                                      | Date      |
|-----------------------|------------------------------|---|-----------|
| <b>Prepared by</b>    | Recruiting/Hiring Manager    | Andrew McBride                            | 9/06/2023 |
| <b>Approved by</b>    | Department Executive Manager | <a href="#">Click here to enter text.</a> |           |
| <b>P&amp;C review</b> | People & Culture             | General Review                            | 1/08/2024 |
| <b>Agreed by</b>      | Employee                     |   |           |