

Position Title	Short Course Administrator
Portfolio	Student Experience
Division	Student Administration
Department/Cost Centre	Admissions – 05101
Classification	PACCT Level 3
Position Number/s	103102
Reporting to	Team Leader - Admissions
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

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 are 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. The Student Administration team are part of the over-arching Student Experience Portfolio.

Position Overview (Your Opportunity)

The Short Course Administrator supports the day-to-day operations of the short courses across all teaching divisions. The position undertakes a range of administrative tasks associated with the delivery of funded and commercial teaching programs, providing a high level of administrative support to Head of Divisions, Teaching Education Managers, and teaching staff to ensure the timely and efficient delivery of short course programs.

To be effective, it is essential that the Short Course Administrator has a customer first focus, develops a sound understanding of courses and skill sets; and is committed to establishing positive relationships with other staff and our clients, internal and external

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

Management and maintaining Short Course Booking Platform including:

- Set up of Short Course delivery dates
- Monitoring of bookings and liaising with teaching departments as required
- Fee payment platform management
- Provide student with short course enrolment confirmation and all required short course documentation.
- Enrolment processes & follow up
- Administration of Authority to Invoice (ATI) and Request for Invoice (RFI) forms for industry sponsored applicants and maintaining ATI register.
- Provide administrative support to Teaching departments and teaching staff in regards to Short Course set up and enrolment processes
- Maintain and manage enrolment and certificate requirements for the below external delivery databases:
 - Liquor Licencing Victoria – For RSA course delivery requirements
 - Energy Space – For CPD delivery requirements
- Provide a range of administrative support services for daily operation of the Short Course Team, which may involve assigning and coordination of work for other staff across the organisation including data entry and enrolment processing, reporting, printing, copying and records management to support SWTAFE business systems, processes and initiatives
- Provide specialist administrative support and advice including troubleshooting enrolments, timely and accurate assessment of eligibility for subsidised training or government loan schemes and/or other services
- Maintain a detailed knowledge of South West TAFE Short courses, enrolment process, and relevant government policy, including the requirements of the TAFE VET Funding Contract and associated Guidelines, for both internal and external stakeholder enquiries including students, employers and other stakeholders
- Provide expert advice to current and potential students with regards to the short course enrolment processes, fee payment options, short course withdrawal & refund policies and overall short course information
- Use the SWTAFE Customer Relationship Management System and Student Management System as described through organisational business rules.
- Ensure that student and course documentation is distributed and collated to deliver an effective, efficient and timely enrolment process.
- Provide direction to applicants to ensure accurate and timely completion of all enrolment requirements, including USI, LNN, Identification and student declaration

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek 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 daily 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 organisation's 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 experience and expertise in providing high levels of customer service with the ability to relate well to people at all levels providing courteous, informative and accurate responses to all enquiries.

- Demonstrated excellence in customer service, preferably in an education environment, with an understanding of the student lifecycle including enrolment and payment principles
- Demonstrated competence in the use of the Windows operating environment, including a sound operational knowledge of the SMS, MS Office products, Internet based applications and database management software
- Demonstrated time management skills including the ability to meet deadlines, achieve goals and to work concurrently on and prioritise, multiple tasks and work schedules
- Proven communication and interpersonal skills including the ability to build effective and professional relationships and interact effectively with a diverse range of people.
- Knowledge of the Vocational Education and Training system, in particular accredited and non-accredited training.
- Demonstrated ability to work within organisational policy and procedures.

Qualifications and Requirements

Mandatory requirements

- Certificate IV in Business (Administration) or equivalent qualification or a willingness to undertake plus relevant business/industry experience.
- Variations of the above qualification may be considered.
- Employee Victorian Working with Children and satisfactory Police Check.

Highly desirable requirements

- Experience using Microsoft Office products and relevant industry software and programs.
- Knowledge of the Vocational Education and Training system.

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 Victorian TAFE PACCT Staff Agreement 2025
- 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
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager	Susan Pettigrew	
P&C review	People & Culture	General Review	18/06/2026
Agreed by	Employee		