

Position Description

Position Title	Learning Success Facilitator
Portfolio	Student Experience
Division	Student Engagement & Support
Department/Cost Centre	Learning Success Team - 01863
Classification	PACCT Level 3
Position Number/s	103091, 103092, 103093, 103095
Reporting to	Team Leader - Learning Success Team
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 Engagement & Support Division provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the Skills and Jobs Centre and all of the support services available within South West Central, SWTAFE's central student support centre, and at other campuses.

The Skills & Jobs Centre & South West Central both front facing service delivery points, for students, trainees and community clients, seeking information, advice and access to a range of services and student supports. Both service points are an interface with the public and have a role elevating the reputation of SWTAFE as the front face, and oftentimes first impression, of SWTAFE.

The Student Engagement & Support Division consolidates the delivery of services to ensure a shared vision and overarching high levels of support across all front facing services within a cohesive structure, ensuring co-ordination across functions, processes and spaces.

Position Overview (Your Opportunity)

The Learning Success Team is vital within the institute for student success in receiving qualifications as well as playing a major role in student retention.

The Learning Success Facilitator offers literacy and numeracy coaching for students to ensure they maintain up to date course work and reach appropriate literacy and numeracy levels to successfully complete course content. The role works exclusively with students, their teachers, the TEM, and LST Team Leader to achieve maximal success for each student that requires coaching.

Coaching may take place in a classroom setting within structured teaching time for whole class support, small groups, or individual sessions.

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

- Facilitate literacy & numeracy development by:
 - Assisting students in a classroom environment as directed by the teacher
 - Assisting students in a classroom small group as directed by the teacher
 - Assisting students on course specific work in the library
 - Facilitating orientation to study sessions/workshops
 - Facilitating skill-based study sessions
 - Facilitating small group learning sessions
- Monitor and implement individual student assistance and ensure familiarity with the directives and/or reasonable adjustments required
- Facilitate and promote students learning independence, self-determination, positive self-esteem, health and wellbeing
- Ensure students' rights to privacy, respect, dignity and confidentiality are upheld and maintained at all times
- Ensure service excellence through setting professional standards and measuring outcomes on a daily basis
- Maintain a respectful, polite and considerate approach when dealing with all students, staff, customers and community members
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures, including the Code of Conduct, privacy and confidentiality requirements
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek 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 Programme (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;

- A demonstrated understanding of student-centred support programs or services
- Demonstrated experience and/or knowledge in supporting classroom teaching in the areas of literacy and numeracy
- Demonstrated strong digital literacy with high quality skills in Microsoft Suite and Moodle platforms
- Demonstrated strong interpersonal skills, which include the ability to communicate effectively with a range of people and in a variety of situations
- A demonstrated commitment to monitor, collect and record accurate data and complete all required administration tasks within set time frames
- The ability to seek information necessary to solve problems as they arise
- Flexibility in a changing environment whilst maintaining professional practice
- A team player who achieves goals whilst utilising an organised and methodical approach to work

Qualifications and Requirements

Mandatory requirements

- Relevant Degree or Diploma in Foundation Skills (literacy and numeracy), Education, or a suitable combination of lesser qualifications (Certificate III in Education Support) and relevant experience
- Employee Victorian Working with Children Check
- Satisfactory Police Check

Highly desirable requirements

- Minimum vocational teaching qualification Certificate IV in Training and Assessment TAE40116 (or equivalent)
- Level II First Aid certificate
- Substantial experience in computers and Microsoft office products and relevant industry software

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		
P&C review	People & Culture		
Agreed by	Employee		