

Position Title	Application Officer
Portfolio	Student Experience
Division	Student Administration
Department/Cost Centre	Student Administration - 05100
Classification	Specialist Staff 5
Position Number/s	102802
Reporting to	Team Leader – Customer Experience
Supervises	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)

As one of the first points of contact with South West TAFE, the Application Officer fulfils an important public relations and customer service role. The Application Officer is responsible for managing new applications by assessing eligibility and suitability for a selected course. The Application Officer assesses the eligibility of the candidate in line with the course requirements. They are responsible for assessing previous education accomplishments, the suitability of potential students for the course, and identifying any support requirements. They require high level knowledge of prerequisite requirements, qualifications, course details, and the application and enrolment procedures. The Application Officer will be required to conduct interviews with selected students as part of the mandated procedures under a pilot project and refer to relevant teaching staff when required. The Application Officer works cooperatively with both internal and external clients and with a range of staff across all campuses. The Application Officer ensure a seamless student-focused initial onboarding experience for the student. They are responsible for best practice recommendations and implementation of any new processes or policies.

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

- Provide expert advice to prospective students with their application requirements. Ensuring the accuracy and validity of information collected are in line with SWTAFE policies, and government regulations
- Have and maintain expert knowledge of TAFE course requirements and interpretation for student applications, previous education and language, literacy, and numerous assessments.
- Manage new applications, through ensuring all information and documentation requirements are met and career interests are aligned to the selected course.
- Determine course suitability through assessing pre-training review and language, literacy, and numeracy results in line with compliance requirements and AQF standards.
- Schedule and perform one-on-one interviews and phone calls to confirm career goals and pathways as per the project pilot. Make recommendations and prepare procedural guidelines for implementation as per pilot outcomes.
- Assess and manage applications and where required refer to support services, such as Koorie Student Support, Learning Support Unit, Disability, Financial, and Scholarship assistance
- Have an extensive knowledge of course outcomes, prerequisites, and inherent requirements through familiarisation with Australian Core Skills Framework levels, Course Navigator, and the aligned Training and Assessment Strategy. Make recommendations for continuous improvement to senior management.
- Manage the LN Robot system and maintain course profile builds and LLN Summary reports.
- Manage user access capabilities within the LN System, conduct LLN Online Quiz for both individuals and classroom testing on request.
- Provide training to staff on the LN Robot processes as required
- Work independently on SWTAFE student applications, checking documentation accuracy, and reporting system abnormalities. Write recommendations and implement best practice.
- Develop and record ongoing enhancements of the centralised evaluation process through the pilot. Influence and lead changes for improvement.
- Evaluate and collaborate with internal stakeholders including administration, teaching, and management the process to ensure student suitability is compliant with SWTAFE requirements
- Demonstrate service excellence by setting professional standards and measuring outcomes against them daily

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;

- Superior customer service and the ability to acquire and convey program knowledge professionally and accurately to a wide audience
- Outstanding engagement and communication skills, both verbal and written, with the ability to effectively manage a range of stakeholders
- High attention to detail with excellent administrative and organisational skills
- Experience in using CRM systems.
- High level data entry and database administration skills, including the ability to diagnose and resolve problems, analyse, interpret, and report on data through process changes and implementation.

Position Description

- A proactive approach and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and prioritise work. Can work independently and direct change.
- Flexibility in a changing environment with a focus on compliance and best practice
- A team player who can think broadly and achieves goals whilst utilising an organised and methodical approach to work
- Interpreting data and feedback to develop and assist in preparing new policy guidelines and procedures.

Qualifications and Requirements

Mandatory requirements

- Diploma or equivalent qualification or a willingness to undertake plus relevant industry experience
- High level of digital and computer literacy
- Employee Victorian Working with Children Check
- Satisfactory Police Check
- Valid Drivers Licence

Highly desirable requirements

- Hold a qualification in Career management or equivalent industry experience.
- Experience within the education industry is highly desirable
- Hold Cert IV Training and Assessment (TAE)

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
Prepared by	Recruiting/Hiring Manager	Andrew McBride	15/02/2024
Approved by	Department Executive Manager	Susan Pettigrew	19/02/2024
P&C review	People & Culture	General Review	04/03/2024
Agreed by	Employee		