

Position Title	Team Leader - Learning Success Team
Portfolio	Student Experience
Division	Student Engagement and Support
Department/Cost Centre	Learning Support Unit - 01863
Classification	PACCT Level 5
Position Number's	103094
Reporting to	Manager – Student Engagement and Support
Supervises	Learning Support Facilitators

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 Gunditjmara, 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 Student Central, SWTAFE's central student support centre, and at other campuses.

The Skills & Jobs Centre & Student Central are 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 (LST) is vital within SWTAFE in facilitating and supporting student engagement, retention and overall success in achieving learning goals. The Team Leader - Learning Success Team, coordinates a team of Learning Support Facilitators who support students with their course work through coaching and mentoring to ensure they have the best opportunity to successfully complete their course of choice.

This position is responsible for coordinating the programs for literacy and numeracy skills enhancement. This position provides advice and support for teachers that will assist them to support learners who may be experiencing difficulties in the class to become more successful and independent in their learning.

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

- Coordinate day-to-day functions of the LST
- Manage the referral processes for students requiring Language, Literacy and Numeracy (LLN) support
 - Manage responses to incoming referrals from through Salesforce across all program areas
 - Liaise with teachers across the Institute regarding referred students
 - Maintain tracking and recording processes to record and monitor LST support services across the Institute
 - Maintain records of LST support services across the Institute and provide regular updates to Manager – Student Engagement & Support
- Lead the coordination of allocating Learning Support Facilitators to implement learning support – maintain rosters, arrange replacements, when necessary, organise work priorities (of facilitators)
- Drive the ongoing casual recruitment process for Learning Support Facilitators
- Deliver an LST specific induction for new Learning Support Facilitators
- Source, develop and organise the distribution of appropriate learning and study support information and resources to Learning Support Facilitators
- Ensure required documentation is maintained through the relevant database (self and Learning Support Facilitators)
- 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
- Source new and alternative learning resources for use within the LST
- Seek feedback on the performance of the LST and recommend and action continuous improvement amendments to LST policy, guidelines and processes in consultation with Manager – Student Engagement
- Maintain the LST budget

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;

- A demonstrated understanding of and ability to coordinate and schedule student centered support programs or services
- Demonstrated experience in coordinating a diverse team
- Demonstrated experience and knowledge in supporting students to achieve learning outcomes and goals
- Demonstrated strong interpersonal skills, which include the ability to communicate effectively with a range of people including teachers, students and other stakeholders 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 (AQF 5) or Diploma in Education or Special Education and significant experience in supporting language, literacy and numeracy development.
- Employee Victorian Working with Children Check
- Satisfactory Police Check

Highly desirable requirements

- An AQF4 vocational teaching qualification - for example, Certificate IV in Training and Assessment TAE40116
- Substantial experience in computers and Microsoft office products and relevant industry software
- Working understanding of the Salesforce Platform

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 and Culture		
Agreed by	Incumbent		