

Position Title	Practical Placement and Administration Officer – Education and Creative Arts
Portfolio	Education and Creative Arts
Division	Education and Creative Arts
Department/Cost Centre	Education and Creative Arts - 01860
Classification	Specialist Staff Level 3
Position Number/s	102284
Reporting to	Teaching Education Manager – Education and Creative Arts
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 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 Education portfolio includes Education and Creative Arts

The division is committed to our vision of providing a lifetime of opportunity for all. We work in collaboration with industry, community partners and government stakeholders to establish exciting, innovative and collaborative projects that aim to meet the current and emerging employment needs of the region.

Our role is to provide education and training that enables students and our region to thrive through providing clear pathways that align to our students' ambitions, allowing them to achieve their reason for studying, and providing safe, accessible and supported learning.

We have bold aspirations to grow our student cohort as well as our partnerships with industry and community in line with our strategic plan, aiming to achieve best practice outcomes.

Position Overview (Your Opportunity)

The Practical Placement and Administration Officer ensures that student placements are well managed so that the students experience is positive and contributes to their educational and professional development. They also support the day-to-day operations of the respective operational centres of the School of Education. 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 the division.

To be effective in this position, the incumbent requires a sound understanding of the operations of the division and must establish a positive rapport with all members of the division. Client and customer focus is pivotal to this role.

It is also vital that positive and productive relationships with all relevant industry personnel be developed and/or maintained.

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

- Act as the first point of contact in relation to the management of student placements, completing all necessary arrangements to ensure effective and efficient processes and the maintenance of accurate records of students and placement providers.
- Manages student placements in specified program areas and ensures placements are supported and adequately supervised. This involves working closely with relevant teachers and fostering a team approach to placement management.
- In conjunction with relevant teachers, works to develop and maintain effective relationships with representatives from early years organisations. This includes producing written correspondence to, and responding to telephone enquiries.
- Ensures that the placement requirements specified by the School Based Education Support division and the Early Childhood Education and Care division are fully implemented and that professional and ethical standards are maintained in the placement of students
- Establishes and maintains effective working relationships with all students prior to, during and after their placements.
- Maintains accurate records of all activities related to student placements which include entries into the SMS system.
- Develops and provides reports to the Teaching Education Manager on placements and outcomes.
- In conjunction with the relevant teachers, work to develop and maintain effective relationships with representatives from host organisations
- Ensure that the placement requirements specified by host organisations are fully implemented and that professional and ethical standards are maintained in the placement of students.
- Develop and provide reports to the Teaching Education Manager on placements and outcomes.
- Establish and maintain good rapport with all members of the division.
- Assist with other relevant activities as required.
- Provide high level administration through:
 - the timely and efficient organisation of student placement opportunities
 - the general maintenance of relevant files and records for student placement such as documentation of current Working with Children Checks and Police Checks
 - the organisation of placement related meetings, including development and distribution of agendas and minutes as relevant
- Support division staff in their day to day use of the Student Management Solution (SMS) system including entering relevant student data on SMS in accordance with authorised requests post student placement.
- Manage the annual review of placement Logbooks, forms and employers' information packs and other materials for staff, students and employers. Tailor documentation to specific disciplinary needs where necessary.
- Provide high quality customer service and accurate advice by maintaining a thorough knowledge of all courses delivered by the relevant area for both internal and external enquiries including new and prospective students, employers and other SWTAFE clients and contacts.
- Use SWTAFE CRM system as described through SWTAFE business rules.
- Ensure that student and course documentation is distributed and collated to support and co-ordinate activity with the Customer Service Team to deliver an effective, efficient and timely enrolment process.
- Provide high level administrative support to Executive Manager, Teaching Education Manager and teaching and non-teaching staff within the division
- Preparation, and general maintenance, of student files and records for the effective and efficient delivery of government funded and commercial courses.
- Assist with achieving full compliance with SWTAFE policy, procedures, business rules and HESG and ASQA guidelines.
- Organisation of meetings, including development and distribution of agendas, including the collation of relevant weekly and monthly reports including SCH, HR, financial and other reports relevant to the Division's activity
- Recording and distribution of accurate and detailed minutes of division related team and project meetings and ensuring that action items and communication is appropriately recorded and followed up
- Monitoring and maintaining electronic and paper based correspondence and distributing to division staff as applicable
- Supporting the set-up and distribution of departmental timetabling documentation.

- Arranging travel, accommodation, and car hire for staff travelling for work purposes as required.
- Organising the maintenance of office equipment and consumables for use by division staff.
- Support the purchase of equipment and services using SWTAFE financial guidelines and systems.
- Use SWTAFE calendar to maintain awareness of staff activity to ensure good customer service. Support division staff in their day to day use of the Student Management Solution (SMS) system
- Efficiently and acutely enter student data on the SMS in accordance with authorised requests
- Liaise with the Student Data Management team to ensure optimum use of the system.
- Liaise with the Education Quality Partners to maintain current knowledge of Victorian Training Guarantee (VTG) program specifications and Australian Skills Quality Authority (ASQA) standards.
- Work with teaching staff and Teaching Education Manager to ensure quality assessment products are managed within the Assessment Management Framework

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;

- Demonstrated experience in stakeholder and relationship management with internal and external stakeholders, including staff, students and representatives of early years organisations
- Demonstrated ability to work within a quality framework and enhance systems and procedures to create organisational improvements.
- 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 excellent organisational and administrative skills, with the ability to use initiative, accept responsibility and function effectively with limited supervision.
- Proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential.
- Demonstrated competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software. The ability to research the Internet is required.
- Proven ability to work effectively and collaboratively as part of a team.

Qualifications and Requirements

Mandatory requirements

- Certificate IV Business or equivalent and relevant experience
- Knowledge of the Vocational Education and Training sector
- Employee Victorian Working with Children and satisfactory Police Check
- Highly developed ability to use Microsoft Office products including Excel.

Highly desirable requirements

- Demonstrated ability and relevant experience in the development and coordination of a student placement unit or other relevant role
- Certificate IV in Training and Assessment and/or an understanding of training packages

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- 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		