

Job Title:	Course Coordinator
Job No:	AA56
Dept/Business Unit:	Training Administration / Finance and Administration
Accountable to:	Financial Controller
Reporting to:	Manager – Administration Services
Our Vision:	Creating aviation expertise and leadership
Our Values:	Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Course Coordinator is responsible for the day-to-day administrative support, tasks and activities associated with Aviation Australia's training operations. The Course Coordinator may be deployed in a range of Aviation Australia's centralised administration support areas, including student enquiry, enrolment and administration for all domestic, international and online students.

DUTIES

Key accountabilities of this role include:

- Coordinate courses to ensure streamlined and efficient administrative support.
- Manage administrative course setup, including student management system, website publishing, online enrolments, induction and completion.
- Manage customer enquiries by providing course / pricing / enrolment information in a timely manner.
- Provide quotes / invoices / receipts to both self-sponsored and business customers in a timely manner.
- Accurately maintain appropriate information related to students enrolling to study at Aviation Australia including enrolment applications, letter of offer, payments, confirmation of enrolment, induction packs and student identification photos.
- Administer student access as required to the relevant online student portals, including Wise.NET student management system, DOTS online learning system and CELCAT timetables.
- Accurately record and report all student enrolments (commencements, withdrawals and completions).
- Ensure students have paid the required course fees as per their required payment schedule.
- Organise, prepare and monitor weekly class rolls for the business.
- Provide accurate reporting to the business units, including attendance and enrolment reports.
- Issue accurate weekly / monthly student reports as required by the business within set timeframes.

- Ensure accurate entry of examination results, including examination appeals within set timeframes.
- Issue appropriate student certification, including certificates and transcript of results within set timeframes.
- Support the development, implementation and maintenance of VET Student Loan systems, processes and procedures relevant to Training Administration.
- Provide reception duties and assistance to students with enquiries as required.
- Provide support across all administration support positions as required.
- Maintain all client administrative records, documentation, filing and archiving, in complying with regulatory requirements.
- Liaise with any appropriate internal and external customers as required.
- Provide information to clients and staff with regards to relevant Commonwealth or State/Territory legislation and Aviation Australia's policies and procedures.
- Ensure compliance against ASQA, NAA and ISO requirements, WH&S legislation and Aviation Australia's policies and procedures.
- Undertake other duties as directed by the accountable / reporting manager and senior management.
- Provide accurate and timely reports as required to management for the generation of monthly board and finance reports.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Course Coordinator has primary authority to;

- Access systems relevant to training administration functions under authorisation of the accountable / reporting manager.

SELECTION CRITERIA

Qualifications

Desirable

- A recognised qualification in an administrative discipline or equivalent experience.

ExperienceEssential

- Previous demonstrated experience working in a course coordination role or similar administrative role.
- Experience in student and academic administration in the education / training sector.
- Experience utilising records and document management systems in particular student / examination / training / scheduling focussed.

Desirable

- Exposure to VET Student Loan systems, processes and procedures.

Knowledge and SkillsEssential

- Demonstrated experience and/or knowledge of how to effectively contribute to a workplace that is safe from discrimination, bullying, harassment and sexual harassment.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Intermediate computer literacy, MS Excel and MS Word skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Desirable

- Understanding of VET Student Loan framework and how it applies within an educational environment.
- Knowledge and understanding, or the ability to rapidly acquire knowledge and understanding of:
 - VET standards and how compliance against these standards is maintained and demonstrated;
 - Relevant Commonwealth or State/Territory legislation that applies to aviation training.

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Personal Qualities

Essential

- Enthusiastic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

JOB DESCRIPTION AGREED

Employee Name: _____ Date: _____

Signature: _____