

<b>Job Title:</b>	Course Coordinator
<b>Job No:</b>	AA56
<b>Dept/Business Unit:</b>	<b>Training Administration / Finance and Administration</b>
<b>Accountable to:</b>	Financial Controller
<b>Reporting to:</b>	Training Administration Manager
<b>Our Vision:</b>	The aviation and aerospace Centre of Excellence for learning and development.
<b>Our Values:</b>	Work Together, Be Accountable, Safety at the Heart, Act Innovatively, Deliver on Customer Needs

## **PURPOSE**

The Course Coordinator is responsible for assisting with 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 accurate student records in the Student Management System, including AVETMISS data, USI verification, and reporting needs.
- Assist with customer enquiries by providing course, pricing and enrolment information 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, LaunchPad 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.
- Provide accurate student reporting to the business, including attendance and enrolment reports.

- 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.
- Provide support across all administration support positions as required.
- Maintain all client administrative records, documentation, filing and archiving to comply 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.
- Undertake other duties as directed 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.

### **Experience**

#### Essential

- 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.

**Knowledge and Skills**Essential

- 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 Government VET funding frameworks.
- 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.
  - AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) reporting requirements

**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.