

TAFE Credits Officer

HEP Level 5

POSITION NUMBER	960990, 960987, 960993
ORGANISATIONAL UNIT	Student Services and Administration
POSITION REPORTS TO	Manager, Admissions, Pathways and Credits
OVERALL PURPOSE	The overall purpose of the TAFE Credits Officer is to assess and process student enquiries and applications relating to Vocational Education on credit, advanced standing, and recognition of prior learning. TAFE Credits Officer , is also responsible for providing advice, information and guidance on matters relating to credit (advanced standing) and working with the TAFE Senior Educators to finalise recognition of prior learning applications.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with a network of peers and colleagues from a broad range of departments including Student Administration, Student Services, Future Students and Marketing, TAFE Department and ITS. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ applicants and their advisers.
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs.

Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle.

The portfolio includes:

- ◆ Enrolments
- ◆ Fees
- ◆ Timetabling
- ◆ Systems configuration
- ◆ Government reporting
- ◆ Student Advising, Contact & Communications
- ◆ Student Life & Leadership
- ◆ Student Equity, Safety and Wellbeing
- ◆ Learning Hubs
- ◆ Service Performance Monitoring & Planning

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Support application processing, assessment, and enquiries on credit (advanced standing) applications utilising Student Management, CRM, credit application portal systems and support TAFE Senior Educators with the Recognition of Prior Learning applications.
- ◆ Make day-to-day decisions requiring evaluation of a range of options, providing accurate, up-to-date and comprehensive information or referral to alternative sources of assistance.
- ◆ Access and update information within relevant University databases and systems, including credit portal and VTAC systems.
- ◆ Prepare datasets from multiple data sources to support operational and conversion activities.
- ◆ Responsible for quality and consistency of advice provided to applicants.
- ◆ Responsible for completing work within specified timelines.
- ◆ Responsible for following University policies and procedures relevant to the role.
- ◆ Responsible for identifying issues and contributing to improvements in policies, procedures, and practices in areas relevant to their role.

TYPICAL/MAJOR CHALLENGES

- ◆ Prioritise tasks/enquiries and refer more unusual or complex matters to an appropriate senior level for advice/resolution.
- ◆ Well-developed analytical and investigative skills are required for this position.
- ◆ Execute discretionary judgement to ensure the integrity and confidentiality of student records is preserved at all times.
- ◆ Work effectively in a rapidly developing organisation and produce a high standard of regular and accurate work..

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from Manager, Admissions, Pathways and Credits and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of role, related University/College policies and procedures and how they interact with other related functions.
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint and Excel. Aptitude or ability to work with relevant University systems and databases, including Student One and the Oracle Service Cloud.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training Equivalent to: Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training, especially in TAFE.
2. Proficiency in all aspects of word processing, including Microsoft word, excel, access and outlook, together with the skill base to quickly gain working knowledge of any University based online system, such as Oracle Service Cloud – Rightnow and Student One Student Management System.
3. Advanced Excel skills with ability to analyse with direction.
4. Well developed verbal and written communication skills and the ability to maintain confidentiality.
5. Well developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.
6. Demonstrated ability in the exercise of initiative, judgement and decision making.

7. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.
8. Demonstrated commitment and capacity to deliver quality client/customer service.
9. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
10. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.
11. Willingness to commit to the VU Values and Behaviours:
 - Values - Access, Excellence, Respect
 - Behaviours - Engagement, Collegiality, Courage

Desirable

1. Understanding of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.
2. Knowledge of and previous experience in a Vocational education institution.

Organisational Chart

