



POSITION DESCRIPTION

Academic Support Mentor

Reports to: Manager, Education Services
Classification: PACCT 5

Department: Student Support Services
Location: Swan Hill

Primary objectives

- Increase student success and reduce withdrawals by utilising contextualised teaching strategies and knowledge of assessment strategies and tools to support students with their studies.
- Develop the student's study skills, motivation and confidence they need to continue independently
- In collaboration with all SuniTAFE teachers and other student support teams ensure that SuniTAFE students learning needs are addressed within their course.
- Connect students to the SuniTAFE learning community, especially where to go for help.

Position summary

The Academic Support Mentor supports all SuniTAFE students in all courses and in all campuses. It supports students who may be returning to study after a long break, flexi students who may find that studying independently is overwhelming, confusing and difficult and others who may find a particular part of their study difficult to understand. It focuses on developing students' academic skills through providing supports and strategies to meet individual student needs.

Students may not be sure if they are on the right track and at risk of losing interest and motivation when working alone. In addition, they may not have the study skills they require and need the support of the Academic Support Mentor.

Key responsibilities

- 1) **Increase student success and reduce withdrawals by providing credible solutions to individual students to maximise engagement and retention and minimise withdrawals.**
 - Provide academic and study support to individual students from all SuniTAFE courses utilising a variety of modes as required; Face-to-Face, online delivery or blended delivery.

- Conduct one-on-one study sessions with students, identifying and assessing the needs of each student and tailoring sessions to meet those needs including:
 - Basic Digital literacy skills for students such as accessing the student's email, setting up a word document, spacing and margins, operation of photocopiers and how to print from a student laptop.
 - Time management – setting up a weekly planner, identifying commitments and time available to study; mapping out due dates and planning AT and coping with resubmits.
 - Understanding 'TAFE speak' – the formal language used in TAFE units/modules. Discuss content and try to link it with their life experience.
 - Interpreting questions – breaking them down into parts/locating key words/ rewording the questions 'so that means...'
 - Finding information – in the course materials or online/library resources
 - How to answer questions in enough detail. For some students help clean up their English expression and grammar.
 - How to follow referencing guidelines (informal or formal) - web addresses, in-text citations and correctly structured bibliographies
 - Numeracy workshops for nursing students, e.g., place value, converting units, short and long division – whole numbers and decimals, using nursing formulae.
 - Review student assessments with students prior to submission and ensuring they have covered the assessment requirements and
 - Assist students with assessment resubmissions.
 - Assist students to ensure they are carrying out the right tasks at the right time in the progress of their course and liaise with teachers as necessary.
 - Prepare customised learning resources to support information and Communication Technologies (ICT) based learning.
 - Maintain accurate records of student contact and progress
 - Develop and/or modify appropriate learning materials for individual student needs.
- 2) Develop the student's study skills, motivation and confidence they need to continue independently**
- Utilise coaching skills to reassure and motivate students to keep on the right track.
 - Plan and present study skill's workshops throughout the year.
 - Actively use LOOP or an alternative feedback mechanism for continual improvement to improve mentoring practices.
- 3) In collaboration with all SuniTAFE teachers and other student support teams ensure that SuniTAFE students learning needs are addressed within their course.**
- Collaborate with Student Support Services Team, Librarians, Educational Development Services, Skills and Job Centre staff, International Office staff and other service units to build a more integrated service and support model for SuniTAFE students.
 - Provide feedback to teachers on how training materials could be modified to suit a range of learners.
 - Establish a Community of Practice within SuniTAFE and beyond around academic support.
 - Promoting the service to all SUNITAFE staff and students, including Swan Hill, Horsham, Robinvale, Ouyen, SuniTAFE farm.

- 4) **Connect students to the SuniTAFE learning community, especially where to go for help.**
- Identify issues that are interfering in a student's studies and refer them to appropriate support services.
 - Attend appropriately to student complaints
 - Monitoring student engagement and reporting concerns to Retention Officer.
 - Stay up to date with a range of learning based technologies, including assistive technologies for specialised needs as well as technology that supports academic skills and attributes.
- 5) **Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:**
- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
 - Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
 - Actively participate in the Institute's annual Workplan and Performance Review process.
 - Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
 - Complies with OH&S and EEO legislation;
 - Maintain awareness and comply with the Victorian Government's Child Safe Standards.
 - Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
 - Reports to work as scheduled with a willingness to work flexible hours according to business needs.
 - Demonstrates a willingness to adopt change and new initiatives.
 - Represents the Institute professionally at all times.
 - Actively promotes and encourages a service culture within the team.
 - Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
 - Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
 - The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
 - Actively prevent fraud and corruption.

Knowledge, skills and abilities

- Certificate IV Education Support and experience in tutoring and supporting adult learners.
- Qualification in TESOL or applied linguistics is an asset.
- Strong knowledge and understanding of the VET training system.
- High level of English language and literacy skills with the ability to explain language errors to domestic and international students.

- Ability to quickly grasp key points in a student’s study material and be able to guide student to find relevant information.
- Proficient information and computer technology (ICT) skills with ability to present how to utilise ICT in a study/work situation.
- Ability to identify student weaknesses and develop strategies to address.
- Ability to build student confidence.
- Strong numeracy skills including algebra
- Ability to plan and run study skills workshops.
- Organisational skills to maintain student appointments and contact.
- Flexible hours depending on student need.
- Knowledge of the TAFE environment.
- Prompt responses to student and teacher inquiries
- Patience and welcoming friendly approach.
- Using institute templates and systems within timeframes.

Organisational relationships

Subordinates	Key Relationships	
Nil	Internal	External
	<ul style="list-style-type: none"> • Student Support Services team 	<ul style="list-style-type: none"> •

Organisational environment

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura, Swan Hill, Horsham and Robinvale, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Key selection criteria

- Certificate IV Education Support and/or significant experience in Teaching/VET Sector or tutoring and supporting adult learners.
- Qualification in TESOL or applied linguistics is an asset.
- Strong knowledge and understanding of the VET training system.
- High level of English language and literacy skills with the ability to explain language errors to domestic and international students.
- Ability to quickly grasp key points in a student’s study material and be able to guide student to find relevant information.
- Ability to identify student weaknesses and develop strategies to address.
- Ability to build student confidence.
- Ability to plan and run study skills workshops.

- Organisational skills to maintain student appointments and contact.

The successful candidate will be required to provide:

- A successful criminal record check which is less than 6 months old
- A working with children check; and
- A COVID-19 digital vaccination certificate indicating a minimum of two vaccinations

Additional information

- SuniTAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply.
- SuniTAFE 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 Sunraysia Institute of TAFE (PACCT) Enterprise Agreement 2021.

Recommended	Approved	Acknowledged
Shauna Picken Manager, HR Services		Incumbent
Date:		