



POSITION DESCRIPTION

Enrolment Advisor

REPORTS TO

Team Leader, Customer Service

DEPARTMENT

Customer Service

CLASSIFICATION

PACCT Level 3

LOCATION

Campus

PRIMARY OBJECTIVES

- Ensure clients presenting to the Customer Service Centre are provided with exceptional customer service. Efficiently assist and respond to enquiries with current and up-to-date information whilst maintaining the minimum service standards, thus providing a consistent student experience and a strong conversion of enquiry to enrolment.
- Process student enrolments within the Student Management System, and associated systems, ensuring HESG compliance requirements, operational systems and legislative requirements are met.
- Support apprentices/trainees, and where required employers, through the Institute's enrolment requirements ensuring an efficient and smooth process.
- Process financial transactions within the Student Management System to support various processes across the Institute whilst ensuring accuracy and compliance against Institute policies and legislative guidelines.
- Participate in continuous improvement activities associated with administrative efficiencies of the Customer Service team and relevant processes

POSITION SUMMARY

Reporting to the Team Leader, Customer Service the Enrolment Advisor provides excellent customer service to all clients by utilising a thorough knowledge of courses offered at SuniTAFE and the course entry and enrolment requirements. This position is also the first point of contact for all other general enquiries directed to the Customer Service Centre. The role is required to provide expertise and guidance on the enrolment process to both internal and external customers of the Institute.

The Enrolment Advisor is required to manage multiple tasks and clients simultaneously, ensuring a positive customer experience. The incumbent is required to organise their workload by prioritising, multitasking and changing direction to accommodate shifting requirements and unexpected situations.

The role is required to facilitate the management of the enquiry to enrolment process with prospective students, ensuring the entry of accurate, timely data into the Student Management System that complies with all regulatory requirements. This role is required to maintain an extensive knowledge of all Higher Education Skills Group compliance requirements, operational systems and legislative requirements relating to enrolments within the Vocational Education and Training sector.

The incumbent is a key and active participant of the Customer Service team and provides enrolment expertise to internal and external customers.

KEY RESPONSIBILITIES

Ensure clients presenting to the Customer Service Centre are provided with exceptional customer service. Efficiently assist and respond to enquiries with current and up-to-date information whilst maintaining the minimum service standards, thus providing a consistent student experience and a strong conversion of enquiry to enrolment.

- Respond to general and course enquiries ensuring the minimum service standards are achieved and details are entered in the Institute's Student Enquiry system/CRM.
- Provide knowledgeable advice on courses and enrolment requirements to prospective students.
- Responsible for following up course enquiries within the minimum service standards timeframes, converting where possible from enquiry to enrolment.
- Provide expert advice to guide and assist prospective students with enrolment application requirements. Ensuring accuracy and validity of information collected through the Institute's enrolment auditing process against guidelines, policies and government regulations.
- Develop effective relationships with internal staff and a comprehensive knowledge of the operations of the Institute to provide exceptional customer service to all visitors to the Customer Service Centre.
- Utilise effective and efficient organisational and time management skills to prioritise tasks and respond to a variety of queries and competing demands.
- Accurately and efficiently generate and provide quotes for course fees from the Student Management System for internal and external stakeholders.
- Advise on payment options including VET Student Loans, Centrepay and payment by instalment plans and any entitlements or subsidies available.
- Attendance at Institute events to deliver presentations or provide advice to prospective students on course and enrolment requirements to facilitate the conversion of enquiry to enrolment.

Process student enrolments within the Student Management System, and associated systems, ensuring HESG compliance requirements, operational systems and legislative requirements are met.

- Accurately and efficiently enter student enrolment and related data into the Institute's Student Management System. Validate information to ensure it is compliant through the application of the Institute's enrolment auditing process and understanding of regulations and guidelines.
- Access approved external information systems required as part of the enrolment process to obtain necessary data and information related to individual enrolments, ensuring compliance with the Institute's policies and procedures and other associated regulations and guidelines.

- Facilitate the online application process following up prospective students. Ensuring requirements are met and data is validated within the Student Management System through the application of the Institute's enrolment auditing process and understanding of regulations and guidelines.
- Identify, analyse and rectify issues with enrolments including, but not limited to funding eligibility, fees, sponsors or information for government reporting.
- Conduct the assessment of student eligibility for government funding.
- Maintain required supporting evidence to ensure correct fees, charges and funding categories are applied within the Student Management System as required by Institute policies and procedures and funding contracts with Higher Education and Skills Group as entered into by the Institute.
- Facilitate the assessment of students for suitability of enrolment into proposed courses through the Pre-Training Review and LLN requirements as indicated in the Training and Assessment Strategy.
- Oversee and monitor pending enrolments at the Mildura Campus, following up with teachers and students to resolve issues in a timely manner ensuring they are compliant with government regulations and guidelines.
- Liaise closely with Business Units to resolve pending enrolments of prospective students reporting to the Team Leader on pending enrolment progress.
- Understand and meet all Institute policy guidelines and compliance requirements relating to student enrolment and student records, as outlined in relevant State Government policies and procedures.
- Ensure all student enrolment data and records are stored and managed in accordance with the National Privacy Laws.
- Assist the Quality and Compliance team in the management of internal AQTF audits and the collection of requested records.
- Assist the Team Leader, Customer Service in the enrolment quality auditing process to ensure enrolment documentation is accurate and compliant against Institute policies and legislative guidelines.

Supports apprentices/trainees, and where required employers, through the Institute's enrolment requirements ensuring an efficient and smooth process.

- Process and upload DELTA contracts within the Student Management System ensuring compliance against VRQA requirements, Institute policies and legislative guidelines.
- Facilitate and administer the initial flow of information and contact with all stakeholders of apprentices/trainees, including government bodies, AASNs and employers and apprentices/trainees to ensure current and relevant information is managed.
- Provide high level of customer service both in person and over the phone for all students, employers, Government Agencies, and staff providing efficient and accurate information.
- Liaise with apprentices/trainees, and where required visit employer worksites, to provide details of enrolment requirements and assist students to complete all enrolment documentation ensuring the accuracy and validity of information collected within expected timelines and VRQA requirements.
- Liaise with Business Units advising of apprentices/trainees and resolve pending enrolments and provide weekly reports on progress.

Process financial transactions within the Student Management System to support various processes across the Institute whilst ensuring accuracy and compliance against Institute policies and legislative guidelines.

- Accurately process financial transactions within the Student Management System required as part of the enrolment process, ensuring fees and charges are in accordance with Institute policies and procedures and legislative guidelines.
- Accurately process and receipt payments for specific programs across the Institute within the Student Management System.
- Process daily reconciliation of receipted transactions within the Student Management System ensuring its accuracy.
- Maintain up-to-date knowledge of relevant federal and state authority guidelines and other relevant standards related to fees and charges for students.

Participate in continuous improvement activities associated with administrative efficiencies of the Customer Service team and relevant processes including:

- Input into identifying and implementing changes to drive cost effective outcomes and efficiencies across administrative operations in the area minimising wastage, duplication and unnecessary processes by focusing on continuous improvement.
- Participate in the Customer Service team's planning process and in the implementation of changes and/or the introduction of new processes.
- Develop internal and external networks to continuously improve quality service delivery.

Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation.

- Actively participate in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Complies with OH&S and EEO legislation; and Environmental Sustainability Management by supporting the Institutes relevant Policy, Procedures and standard operating procedures applicable to your role.
- 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.
- Completes other allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.
- Actively participates in team activities, meetings and projects.
- Actively promotes and encourages a service culture within the team.
- Communicates to the Manager 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.

KNOWLEDGE, SKILLS & ABILITIES

- Certificate IV Business Administration/Financial Services or a combination of a lesser qualification and substantial relevant experience

- Demonstrated high level written, verbal and interpersonal communication skills.
- The ability to proactively respond to requests for general and course enquiries directed to the Institute via telephone, online, enquiry system, email or in person.
- The ability to drive a strong sales conversion of enquiry to enrolment through an efficient customer focussed experience.
- The ability to use audit and control mechanisms to efficiently and in a timely manner manage the entry of accurate enrolment administration.
- The ability to utilise the Institute's Student Management System and associated systems, maintaining accountability to compliance with State and Federal regulatory specifications.
- Strong problem solving skills and the ability to think laterally to provide advice to internal and external customers based on interpretation of guidelines, policies and government regulations and knowledge of course delivery.

ORGANISATIONAL RELATIONSHIPS

| SUBORDINATES | KEY CONTACTS | |
|--------------|---|---|
| <i>Nil</i> | <i>INTERNAL</i> | <i>EXTERNAL</i> |
| | <ul style="list-style-type: none"> • <i>Administrative Staff</i> • <i>Educational Staff</i> | <ul style="list-style-type: none"> • <i>Students and prospective students.</i> |

ORGANISATIONAL ENVIRONMENT

Sunraysia Institute of TAFE is the leading provider of vocational education and training in the north-west of Victoria. As part of its Strategic Plan, the Institute has identified the following economic, social, educational and community drivers:

- **increasing participation** in vocational education and training to meet the needs of industry – particularly in skills shortage areas;
- **developing strategic partnerships** to broaden education and training options for the region – industry and their associations, schools, private registered trainings organisations (RTOs) and universities;
- **improving pathways** for students from secondary education to vocational education and training to higher education and
- **maximising the Institute's productivity** in a contestable market.

The tertiary landscape is changing rapidly and the Institute is committed to ensuring that we continue to provide education and training that are relevant to the communities we serve.

KEY SELECTION CRITERIA

1. Minimum Certificate IV in Business Administration/Financial Services and relevant demonstrated experience in a customer service/business or finance environment.
2. Demonstrated knowledge and experience using a Student Administration System to manage student administration.

3. Displays a commitment to quality customer service, values the supplying of accurate and timely information and relates to people from diverse backgrounds.
4. Proficient in the use of Microsoft Office Suite, including Word, Excel, Outlook and Access.
5. Effective self-management skills, including the ability to arrange workload priorities and work with minimum supervision.
6. Excellent written, verbal and interpersonal communication skills and a high attention to detail.

| Recommended | Approved | Acknowledged |
|--|---|--------------------|
| _____ Shauna Picken Manager, HR Services | _____ David Harris GM, DEPARTMENT | _____ INCUMBENT |
| Date: | | |