

POSITION DESCRIPTION

Position Details

Position Title:	Academic Support Coordinator (Foundation Studies & Fast Track)
Reporting To:	TBC
Unit / Group:	Wellbeing and Student Experience
Direct Reports:	None
Salary Classification:	E2
Date:	September 2025
Location:	City Campus

Position Summary

RMIT UP's vision is to be a leader in student wellbeing and experience amongst Australian Pathway Centres.

The Academic Support Coordinator provides high quality academic support to RMIT UPs Foundation Studies & Fast Track students, participating in a broad range of student focussed activities to enhance the student experience, ensuring our students are "RMIT Ready".

Position Responsibilities and Accountabilities

- Ensure equitable access for all students regardless of learning challenges.
- Develop and offer an integrated, program of end-to-end tailored academic support, that takes into account different learning styles, maturity and cultural factors including:
 - subject specific content teaching,
 - development of high-quality supplementary learning materials to complement program curricula and revision materials for online usage,
 - subject-specific group workshops attuned to the learning and assessment cycle,
 - skills workshops (academic integrity, time management, organisation, presentation, employment - delivered in Home Group and through collaboration with RMIT University Job Shop/Library),
 - strategic approaches to key assessment tasks delivered to classes,
 - facilitation of student-led workshops and study support groups.
 - debriefing, feedback, encouragement and counselling to assist students with maximising learning opportunities,
 - regular reporting on student progress to relevant stakeholders,
- Facilitate an early-intervention program that leads to greater rates of student success, retention and articulation including;

- Developing strategies to assist with identifying and supporting Under 18s and underachieving students.
- Monitoring progress of students, particularly those flagged as 'at risk' and proactively reaching out to encourage support seeking.
- Providing individually tailored academic and pastoral support of vulnerable students and under-performers to increase retention, enable academic progress and enhance articulation to chosen pathways.
- In class support for individual students as deemed necessary.
- Anticipate and eliminate barriers to student success through working with students and teachers to proactively problem-solve and manage emerging challenges including providing advocacy for students as necessary.
- Leverage existing RMIT UP and university-wide resources including those held by the Library, Careers team and Equitable Learning Service.

Students who are Under 18

- Identify and respond to issues related to the wellbeing and academic progress of under-performing students, particularly those who are Under 18, as outlined in Standards 5 and 8 of the National Code.
- Plan, schedule and organise Under 18 get-togethers and new starter check-ins each semester in collaboration with key RMIT University staff.
- Support the academic and pastoral needs of U18s through a joined-up approach across RMIT UP and RMIT University and participation in the Under 18 Community of Practice.
- Maintain knowledge of Child Safe practices and compliance issues associated with providing educational services to younger students.

Student Wellbeing

- Introduce and encourage student participation in accessible university support services and encourage students to cultivate habits that enable academic success.
- Maintain knowledge of compliance issues, software, databases and systems, policies and processes, and student support services including those of RMIT University as they apply to RMIT UP..
- Undertake key tasks in response to emergency events in accordance with the broader critical incident response plans and protocols.

Analysis, Reporting and Contributions to Professional Learning

- Gather, use and analyse data to identify trends and opportunities, and to provide recommendations to ensure student retention.
- Contribute to quarterly reporting on the numbers of student contacts, individual mentoring sessions, group and online workshops/classes and other data as agreed with the Director Wellbeing & Student Engagement.
- Participate in RMIT UP's various Professional Development offerings including reporting on trends observed in Academic Support.

Team deliverables and collaborations

- Participate in team meetings and assist with the delivery of engagement initiatives and events including: orientation, student parties, completion events and a broad variety of campus activities, as required.
- Regularly liaise and collaborate with academic and professional staff across RMIT to assist students in addressing performance issues, language and cultural barriers, health and wellness challenges, and temporary or permanent disability, including the provision of timely and reliable advice and referral.

- Leverage existing RMIT UP and university-wide resources and envision and implement new resources to promote student success, identify and assist students in need of support, maximize retention, anticipate and work to eliminate barriers to student success.
- Respond in a timely manner to enquiries and concerns from RMIT staff regarding student wellbeing and academic progress.
- Introduce and encourage participation in university support services and encourage students to cultivate habits that enable academic success.
- Maintain knowledge of compliance issues, software, databases and systems, policies and processes, and student support services including those of RMIT University as they apply to RMIT UP.
- Undertake key tasks in response to emergency and disaster events in accordance with the broader critical incident response plans and protocols to support international students as required.

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT University Pathways' policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
- Actively engage in professional development opportunities
- Undertake any reasonable tasks as directed
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.
<https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.
- Appointment to the role is subject to successful passing of the Working with Children Check (WWCC employee type), Working rights Check and National Police Check (NPC)

Qualifications, Knowledge, Skills & Attributes

Essential

- Bachelor's Degree or Diploma (equivalent to at least 3 years full-time study in duration).
- Qualifications at Post-Graduate Diploma level or higher in either: Education, Commerce, Applied Linguistics or TESOL, that satisfies the Foundation Program Standards 2021 & the ELICOS National Standards 2018, and other relevant accrediting body requirements.
- Knowledge of ELICOS, VCE & Foundation Studies curricula as well as significant track record with development of curricula and individual learning plans based on individual student needs assessment.
- Significant experience in teaching English to international students and a combination of the following at equivalent VCE level: English, Maths, Physics, Accounting, Economics, Data Analytics, Biology, Global Studies.
- Significant experience in working with younger international students in ELICOS, High School or Foundation Studies.
- Ability to effectively liaise with teachers and respond to their emerging needs by developing student-centred strategies that address skills gaps and enable academic progression.
- Well-developed understanding of current teaching, learning and assessment theory and practice.
- Ability to instil a sense of hope and belonging across the entire student life cycle.
- Ability to create a warm and welcoming environment that underpins student engagement.

- Sound interpersonal, written and spoken communication and mentoring skills.
- Ability to effectively analyse and problem-solve.
- Knowledge of international student sector and related compliance frameworks.
- Capacity to reflect and develop knowledge and skills in applying teaching and assessment practice.
- Demonstrated ability to initiate, document and advise on changes to work processes.
- Demonstrated ability to prioritise work and complete tasks within agreed timeframes.
- Ability to maintain the security and integrity of confidential information and records.
- Commitment to continuous improvement and best practice principles.
- Proficiency in MS Office and previous experience in the use of Student Management Systems and online Learning Platforms.
- Current Working with Children Check.

Desirable

- Ability to communicate in a language other than English
- Experience using Canvas, the Adobe Suite, H5P, Canva and other Learning Design tools
- Knowledge of motivational interviewing and or other motivational techniques

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location.

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Incumbent name: _____

Date: _____