

MEGT EDUCATION DIVISION

Admissions Officer



Objectives of the Division:

The Education Division:

- delivers high quality training services to MEGT Institute's clients in the community and workforce
- provides employers, staff and those seeking career and higher education pathways a supporting environment to foster learning outcomes and develop personal and organisational growth
- to best provide government training funding and assistance to all target cohorts in a fair and responsible manner
- provides a place of employment supporting individual and team growth, encourages ideas , recognises initiative and provides security

Objectives of the Position:

The Admissions Officer is responsible for the provision of all aspects of student admissions and accommodation services for international and domestic students enrolling in on-campus courses offered by MEGT Education Group (ABILITY English and MEGT Institute). The role requires a process-driven approach, coupled with creativity, enthusiasm and a customer-centric focus to ensure operational efficiencies, as well as student and stakeholder expectations are met.

Relationships:

- Reporting to the Campus Coordinator
- Working closely with the Student Accommodation Manager, Marketing, Finance, Student Services and Education Departments
- Working closely with external education agents, business partners and students

Dimension:

- Division: Education, (International)
- Employees directly supervised: NIL
- Agreed outcomes: as per Key Performance Indicators

Selection Criteria:

- demonstrated understanding of the regulatory requirements within the Vocational Education and Training and ELICOS sectors
- demonstrated experience in a similar role in an educational setting
- demonstrated ability to prioritise and utilise time management skills
- excellent communication and interpersonal skills
- demonstrated ability to work well in a team environment
- demonstrated customer- centric approach

Qualifications, Skills and Attributes:

- professional and courteous manner
- proven oral and written communication skills, including accurate spelling and grammar
- computer literate
- accuracy with data entry
- demonstrated ability to be flexible and task oriented
- ability to interpret and analyse information
- self-motivation and initiative
- ability to embrace new ideas and change
- deliver exceptional customer service
- maintain strict confidentiality at all times
- take ownership and be willing to contribute to personal and organisational development

Duties and Responsibilities:

Admissions and Enrolments

- Maintain and apply knowledge of admissions policies and procedures, including that of assessment, for international students.
- Assess applicants' Genuine Temporary Entrant (GTE) eligibility for admissions to ABILITY English and MEGT Institute.
- Ensure that applications are processed accurately in accordance with agreed timelines, including the issuing of Letters of Offer, Course Acceptance Agreements, agent tax invoices, and, where appropriate, Confirmation of Enrolment documents for international applicants.
- Process written, email, phone and in-person admissions related enquiries in a timely manner.
- Maintain student records in the Student Management System and student files where appropriate.
- Process approved amendment of enrolments, including cancellations, withdrawals, deferrals, suspensions, changes to course structure, transfers between campuses, and transfers between providers.
- Provide accurate quotation for course changes, extensions and re-enrolments.
- Process credit card payments as part of the course acceptance process.
- Liaise with National Admissions Manager to ensure all internal procedures and external publications conform to all relevant existing statutory and regulatory regimes.
- Contribute to the development of procedures, policy and system improvements by providing feedback regarding work processes to National Admissions Manager.
- Maintain a general knowledge of legislative policy for international students as it relates to the ELICOS and VET sectors.
- Set priorities and monitor workflow to co-ordinate own work and, if requested, the work of the Admissions team to achieve high quality, effective work outcomes and meet critical deadlines as determined by National Admissions Manager.
- Run new students list for each intake and ensure details are accurate.
- Collate student and enrolment data for reporting and statistical analysis for National Admissions Manager and internal stakeholders on request.
- Provide backup support when any team members are away.
- Perform other tasks given by National Admissions Manager as required.

- Cooperate with all health and safety policies and procedures of the organisation and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Accommodation and Airport Transfer Services

- Actively promote and manage the services in relation to the provision of accommodation placement and airport pick-up/drop-off to fee paying students enrolled in courses delivered on campus both in Sydney and Melbourne.
- Deal with enquiries related to accommodation bookings and airport pick-up/drop-off and follow up the enquiries in a timely manner.
- Liaise with and maintain the relationship with accommodation providers, homestay agencies and airport pick-up/drop-off service providers in a professional manner.
- Provide advice to students whenever required and handle complaints in a timely and professional manner in consultation with National Admissions Manager and Student Accommodation Manager & Senior Admissions Officer.
- Responsible for ensuring the accuracy of fees, charges and refunds related to the provision of accommodation and airport pick-up/drop-off services, and for verifying the invoices from the service providers prior to forwarding them to the Finance Department for payments.
- Maintain accommodation and airport pick-up/drop-off bookings accurately in the Student Management System and student files.

(Note: 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 level.)

Key Performance Indicators:

KPI measures include efficient processing of domestic and international admissions processes, the adherence to admission turn-around times, quality of admissions documentation, customer satisfaction, individual, team and course targets.

Other KPIs include total work output and initiative input.

Health, Safety and Environment (HSE) Responsibilities:

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Police Check:

This position is required to undertake a **National Police Check** and any **State/Territory Working with Children Check** (where applicable). The National Police Check must be renewed every 2 years from the date of the initial check as a minimum..

Diversity:

MEGT is committed to welcoming and maintaining a diverse workforce, which will help us attract and retain a team of talented people to better serve our clients and improve business results.