

ROLE DESCRIPTION



Student Engagement Officer

	Campus: Loganlea Region: Brisbane		Closing date: 11:59pm, 9 October 2026
	Business Unit: Faculty of English Language and Migrant Education		For further information, please contact: Contact name: Brinda Dutta Role: Operations Manager Email: Brinda.Dutta@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: PO3 Salary: \$106,994.78 to \$116,553.89 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Temporary full-time, temporary part time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-930	 Veteran Employment Supporter	

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Student Engagement Officer, you will provide leadership, direction and coordination in the assessment and academic support and guidance for AMEP/SEE clients to ensure a consistent and professional approach in the delivery of services that are responsive to the needs of clients.

This position sits in the Faculty of English Language & Migrant Education and reports to the Educational Team Leader.

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Working Together, Focussing on our Customer, Taking Responsibility and Showing Initiative.
- Live a safety culture, lead by example and support the Health Safety and Environment Management System to create a TAFE Queensland Brisbane-wide safety culture.
- Facilitate and conduct initial assessments and determine the academic pathways of clients using prescribed methodologies.
- Provide ongoing academic information, advice, and guidance and manage educational placement that is responsive and appropriate to the needs of clients.
- Provide pathway guidance services for clients including addressing the changing needs of clients, referral to specialised services, skills recognition, monitoring course attendance, progress and conducting exit interviews.
- Build, manage and maintain positive, professional relationships with all contract partners and stakeholders to provide advice and input into the development and continuous improvement of support and services.
- Undertake promotional activities across internal and external networks and agencies.
- Contribute to the achievement of TAFE Queensland Brisbane's quality policies by encouraging an environment where high quality of work is achieved and is supported by the adherence/development of quality system documentation.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Demonstrated knowledge of adult education and training service delivery and strategies for English as a Second Language (ESL) services for a diverse range of clients.
2. Demonstrated knowledge of AMEP/SEE standards
3. Well-developed organisational skills including the ability to utilise analytical, conceptual and innovative problem-solving skills to support client needs.
4. Works collaboratively with a broad range of internal and external clients and stakeholders including people from diverse cultural and linguistic backgrounds.
5. Demonstrated ability to achieve deadlines, manage issues and establish work priorities and ability to utilise applications including word processing, spreadsheets and databases.
6. Highly developed interpersonal, liaison and communication skills to communicate with stakeholders, manage relationships and engage with staff and students.

About you

Mandatory requirements:

- a. Possession of all of the following:
 - i. A recognised, Post Graduate Qualification in *Teaching English to Speakers of Other Languages* (TESOL) qualification; and

- ii. A recognised Undergraduate degree (preferably in Education); and
- iii. Recent teaching experience in *Teaching English to Speakers of Other Languages to adult learners in Australia*.

b. Possession of one of the following training and assessment credentials:

- TAE40116 - Certificate IV in Training and Assessment;
- TAE40110 - Certificate IV in Training and Assessment plus TAE40110 Address Adult Language, Literacy and Numeracy Skills and TAEASS502 Design and Develop Assessment Tools;
- TAE50111 - Diploma of Vocational Education and Training;
- TAE50116 - Diploma of Vocational Education and Training; or its successor;
- TAE50211 - Diploma of Training Design and Development;
- TAE50216 - Diploma of Training Design and Development, or its successor;
- Higher-level qualification in adult education (approved by TAFE Queensland).

Also Applicable

- Current knowledge and skills in English language training and learning that informs the training and assessment provided; and
- Current evidence of undertaking professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across the region.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.

- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The key responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.