



Solomon Islands National University

Job Description

Title	Learner & Centre Support Coordinator
Incumbent Name	
School/Division	Centre for Distance Flexible Learning
Grade/Band	Band 2.8
Category	LEARNER & CENTRE SUPPORT
Reporting position	Manager
Direct Reports	

Summary of Duties

1. This position is responsible for ensuring the provision of effective administrative support to students, study center coordinators, tutors and other stakeholders throughout the country;
2. Ensure that there is quality, effective and efficient delivery of online and blended learning;
3. Liaise with Faculties at SINU, and private-public organizations in the provinces to strengthen and provide effective and efficient teaching support;
4. To ensure that tutors and lecturers are providing learning materials online
5. To ensure that at-risk students are being tracked, contacted and assisted before it is too late to provide the help they need to complete their course(S)

Main Duties and Responsibilities

Key tasks	<ol style="list-style-type: none">1. Coordinates tutors in the various courses offered by SINU in the distance mode;2. Coordinate academic tasks of academic staff;3. Coordinate and monitor online and blended learning delivery on weekly basis;4. Distribute survey forms at an appointed time to students and academic staff;5. Drafting, Creating and updating student and DFL handbooks in collaboration with the Instructional Designer;6. Work closely with Faculties at SINU on the teaching of courses via online and blended delivery;7. Monitor Coordinators of Study Centers throughout the country on weekly basis;
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8. Manages DFL assessment. This includes
 - a) Coordinate assessment instruments for each study period and submit them to ME Officer for the validation process;
 - b) Coordinate the creation of an assessment bank with academic staff
 - c) Follow up and monitor marking of submitted assessments and results tabled at the DFL Assessment Committee;
 - d) Coordinate student's assessment results and storage at the approved storage space;
 - e) Table student's appeals of grades to the DFL Assessment Committee;
 - f) Receive and table plagiarism cases from academic staff and/or any individual, investigate and submit a report to the DFL Assessment Committee for deliberation and decision;
 - g) Vet Student Academic Results before results are submitted to the Manager for signing;
9. Coordinate the work of the Admission and Enrolment Officer;
10. Coordinate the work of the Data and Records Officer;
11. Coordinate the enrolment and enrolment lists;
12. Provide final enrolment and class list to teaching staff;
13. Provide training to Teaching Staff;
14. Writes report for student working with Learner & Centre Support and submits to the Manager during appraisal;
15. Develop Learner & Centre budget and submit it to the Manager during the budget and budgeting period of SINU;
16. Assist the Manager in training stakeholders;
17. To initiate appropriate online support to be provided to students;
18. Engage in action research in the area of Learner & Centre Support and provide the report to ME for presentation at the DFL Academic Board;
19. Organizes the annual Coordinators Conference;
20. Provide respective study centre reports to Provincial Education Divisions and other Education Authority Partners;
21. Coordinate the industrial experience for DFL students;
22. Train academic staff and markers on how DFL assessments are marked;

Dimensions	<p>23. Responsible for the progressive reports on the activities in the section and making sure that continuous update is given to the DFL Manager for reporting to the TMT;</p> <p>24. Send our prompts to students on weekly basis;</p> <p>25. Promote networks and links with other players in the Solomon Islands and the region engaged in the provision of learner support models for DFL learners.</p> <p>More specifically:</p> <ul style="list-style-type: none"> • Student contacts, communication and pastoral care • Monitoring student activities and determining their status • Residential arrangements and management • Coordination and management of assessment arrangements, including exam/test logistics • Identification of locally-based resources persons and facilities
	<p>Business planning, reporting and management</p> <ul style="list-style-type: none"> • Responsible for the preparation of the annual academic calendar • Responsible for the planning of the establishment of field-based support • Training of partners in the field – based support • Manages academic staff <p>Quality Assurance and customer satisfaction</p> <ul style="list-style-type: none"> • Responsible for all quality assurance of the teaching support • Ensure customer satisfaction with the support the university provides online and at the front desk • Evaluation of tutor engagement <p>Initiative</p> <ul style="list-style-type: none"> • To undertake any other duties and responsibilities, that may be determined by the Manager from time to time. • Must be a self-starter • Must be an achiever • Good planner • Honest
	<ul style="list-style-type: none"> • Be able to provide a report of the supports in a termly, trimester, bi-annually and annually
	<p>Degree in Education or Management</p>
Measures of Effectiveness	
Qualifications required	
Experience	

SKILLS

Essential:

The position is looking for a person with an extensive experience in distance education student support services and systems, distance education teaching, assessment and a good understanding of community based-support.

Desirable:

- Be on time for work
- Efficiency;
- A very good understanding and knowledge of Online Learning Management Systems;
- Honest and reliable;
- Can work after hours and during weekends when required;
- Strong PC skills and expertise in MS Office applications;
- Willing to learn;
- High attention to detail;
- Ability to prioritize, schedule and meet deadlines;
- Work both independently and within a team;
- Ability to work effectively in a fast-paced, dynamic team;

Must have:

- Good knowledge of the school system in the Solomon Islands;
- Good understanding and knowledge of students dropping in Form 3 to Form 6;
- Relates well with the community in the Melanesia society;
- Can produce results and handle pressure with a high degree of professionalism;
- Good oral and written communication skills;
- Very high standards of Public Relations;
- Good understanding of Open & Distance Learning purposes in providing education to the disadvantaged;
- Good management skills;
- Can work after hours and during weekends when required;
- Strong PC skills and expertise in MS Office applications;
- Understand and can communicate concepts quickly and accurately;

- Willing to learn;
- High attention to detail;
- Ability to prioritize, schedule and meet deadlines;
- Work both independently and within a team;
- Ability to work effectively in a fast-paced, dynamic team;
- Creative problem-solving ability;
- Have taught in secondary education institutions;
- Service orientation;
- Project Management skills;

Most frequent
Contacts

Dean & Faculties, Schools, Departments, Lecturers, Stakeholders, DFL staff,
Tutors, Study Centers, ME Officer, Instructional Designer, DFL Manager

Document History

Approval Date/ Date of Classification

Review Date

Revision History

Signatures

Employee
Manager
HRM