



JOB DESCRIPTION FOR LEARNER & CENTRE SUPPORT COORDINATOR

Title:	Learner & Centre Support Coordinator
School/Division:	Centre for Distance Flexible Learning
Band:	Band 2.3
Category:	Learner and Centre support
Reports to:	Manager Centre for Distance Flexible Learning
Location/Campus:	SINU, Lower Panatina Campus

1. SUMMARY OF DUTIES

The Learner Centre Support [LCS] Coordinator acts as a vital link between the learners and the Centre for Distance & Flexible Learning [CDFL] in facilitating a comprehensive support system that promotes successful learning in a distance and flexible learning environment.

The three KEY Support areas are:

- 1.1. **Administrative Support:** This involves assisting students with enrollment processes, course registration, and navigating institutional policies.
- 1.2. **Academic Support:** The coordinator provides guidance related to course content, facilitates connections with instructors, and helps students develop effective study strategies.
- 1.3. **ICT Support:** Recognizing the importance of technology in online learning, the coordinator offers assistance with technical issues related to online platforms, software, and tools used for coursework.

2. MAIN DUTIES AND RESPONSIBILITIES

2.1. Key Tasks

- 2.1.1. Responsible for ensuring that learners have access to necessary resources and information, addressing any logistical concerns related to their studies.
- 2.1.2. Responsible for ensuring that the right and appropriate support is provided in the sub-centres throughout the country to enhance learning outcomes and academic performance.
- 2.1.3. Responsible for scheduling tutorials, mentoring, and virtual classes for all learners and tutors/instructors.
- 2.1.4. Ensure that students can effectively engage with digital content and utilize online resources without hindrance.
- 2.1.5. Assist and lead the LCS team in identifying and establishing study centres across the country.
- 2.1.6. Ensure that study materials are delivered to study centres well ahead before the termly calendar starts.

JOB DESCRIPTION FOR LEARNER & CENTRE SUPPORT COORDINATOR

- 2.1.7. Providing training in DFL learner support models (and the various components being used) to School staff members, and other field-based support stakeholders involved in the provision of programs by distance.
- 2.1.8. Provide more generalized training to the broader SINU staff context on DFL learner support requirements and their links with the work of instructional design.
- 2.1.9. Work with the SINU ICT and AV staff (in what will eventually be an integrated facility) to ensure that required learner support technical infrastructure and capacity is being provided, and that ICT/AV staff are aware of the educational and pedagogic requirements being serviced by such infrastructure.
- 2.1.10. Lead research in, and innovative initiatives, for learner support models suitable for the Solomon Islands ODL context and, specifically, the distinctive SINU target learner audience (with its emphasis on providing access for rural, remote and disadvantaged groups in Solomon Islands).
- 2.1.11. Drafting, Creating and updating student and DFL handbooks in collaboration with the Instructional Designer;
- 2.1.12. Assist in the administration and management of the DFL operation, planning, monitoring and evaluation.
- 2.1.13. Responsible for carrying out research work on issues relating to learner support systems and market survey
- 2.1.14. 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.
- 2.1.15.

2.2. Specific Duties

- 2.2.1. Manages the SINU DFL centre establishment and staff working in the centres
- 2.2.2. Travel to centres to monitor operations and make sure that enrolments are adequate for the sustainability of respective centres
- 2.2.3. Preparation of students' provisional transcripts
- 2.2.4. Planning and designing residential and yearly programs well ahead and distributing details to students and stakeholders
- 2.2.5. 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
- 2.2.6. Student contacts, communication and pastoral care
- 2.2.7. Monitoring student activities and determining their status
- 2.2.8. Residential arrangements and management

JOB DESCRIPTION FOR LEARNER & CENTRE SUPPORT COORDINATOR

- 2.2.9. Coordination and management of assessment arrangements, including exam/test logistics
- 2.2.10. Identification of locally-based resources persons and facilities
- 2.2.11. Training provisions for partners and stakeholders

3. DIMENSION

3.1 Business planning, reporting and management

- Responsible for the preparation of the annual academic calendar
- Responsible for the planning of the establishment of field-based support
- Assisting the Manager in the establishment of partnerships
- Establishment of technological support in study centres outside the main campus

3.2. Quality Assurance and customer satisfaction

- Responsible for all quality assurance of the various supports provided
- Ensure customer satisfaction with the support the university provides in the study centres
- Evaluation of tutor engagement

3.3. Initiative

- To undertake any other duties and responsibilities, that may be determined by the DFL Management from time to time.
- Must be a self-starter
- Must be an achiever
- Good planner

4. MEASURE OF EFFECTIVENESS

- Be able to provide reports of the support in termly, trimester, bi-annually and annually.

5. QUALIFICATIONS REQUIRED

5.1. Educational Background

- 5.1.1. Must hold a minimum of a graduate level qualification, preferably at a post-graduate level in education or a related field with professional and training experience;
- 5.1.2. A bachelor's Degree in Education with 5 years of work experience in a Secondary School administration. Preferably as Principal or Deputy Principal.

JOB DESCRIPTION FOR LEARNER & CENTRE SUPPORT COORDINATOR

5.2. Experience

Essential:

- 5.2.1. The position requires a person with extensive experience in distance education, student support services and systems, and Learning Management Systems.
- 5.2.2. Understanding of, and experience in Monitoring, and Evaluation to the support system
- 5.2.3. Actual experiences in the design, development and management of DFL learner support systems, using field-based support, people, as well as appropriate communication technology and systems.
- 5.2.4. More than 5 years of related experience (in higher education) or training preferably in the ODL mode.
- 5.2.5. Understanding of, and experience in using student and assessment records database.
- 5.2.6. A strong understanding of the learning contexts of SINU target beneficiaries in the Solomon Islands and the region.
- 5.2.7. Research interest (from a practitioner's perspective) in the types and effectiveness of support systems for adult and distance learners.

5.3. Desirable Qualities

This person must have and will demonstrate the following desired qualities:

- 5.3.1. Be on time for work
- 5.3.2. Efficiency;
- 5.3.3. Honest and reliable;
- 5.3.4. Can work after hours and during weekends when required;
- 5.3.5. Strong PC skills and expertise in MS Office applications;
- 5.3.6. Willing to learn;
- 5.3.7. High attention to detail;
- 5.3.8. Ability to prioritize, schedule and meet deadlines;
- 5.3.9. Work both independently and within a team;
- 5.3.10. Ability to work effectively in a fast-paced, dynamic team;
- 5.3.11. Service orientation

6. SKILLS

- 6.1. Good management skills
- 6.2. Strong PC skills and expertise in MS Office applications
- 6.4. Understand and communicate concepts quickly and accurately
- 6.5. Strong writing, editing and proof-reading skills
- 6.6. Creative problem-solving ability



JOB DESCRIPTION FOR LEARNER & CENTRE SUPPORT COORDINATOR

6.7. Project Management skills

7. MOST FREQUENT CONTACTS

- Manager DFL; DFL staff; DFL Tutors; Dean of Faculty

TERMS AND CONDITIONS

The position is for five (5) years under an employment contract. Remunerations and benefits will be according to the SINU Salary level for Officers under the General Support Services Stream. The contract is renewable subject to good performance.