

Canberra Institute of Technology

Position Description

POSITION NUMBER:	P69990
CLASSIFICATION:	ADMINISTRATIVE SERVICE OFFICER CLASS 4
POSITION TITLE:	Project Support Officer
DIVISION:	Education Design & Delivery
COLLEGE/BRANCH:	Pathways, Business & Leadership
DEPARTMENT:	Foundations & TAE
SUB SECTION/COST CODE:	1689
IMMEDIATE SUPERVISOR:	Head of Department

ABOUT US

Canberra Institute of Technology (CIT) is a dynamic, modern and diverse vocational education and training (VET) institute of learning and plays a major role in the development of the ACT's future workforce and building its skill base. As the ACT's public provider of VET, we are the cornerstone of the local skills and training system and deeply embedded in our community. The critical role we play in the Canberra economy and society is demonstrated by the significant influence of our graduates and educators. Our alumni embody excellence and proficiency in their respective vocations.

At our core, we strive for inclusion, providing equal access to education and training and enabling anyone to pursue their learning and career goals. We are dedicated to supporting social inclusion, offering all who walk through our doors a sense of place and belonging, and the confidence to participate in the workforce.

Our strategic ambition is outlined in our [CIT Strategy 2025-2035: Skilling for the future equipping you for life](#). This strategy sets four objectives to guide our actions towards achieving our vision to be *renowned for our inclusive and dynamic approach to teaching and learning that meets the needs of students, industry and the community*. These strategic objectives are:

- Our training meets the skills needs of today, tomorrow and beyond.
- Our teaching and learning is leading edge and enhances student outcomes.
- Our people are equipped to achieve our strategy.
- Our foundations support the delivery of our strategy and enable future growth.

OUR PEOPLE

CIT cultivates its workforce to create an environment where our people thrive, are motivated and embrace leading roles in achieving our ambitions. Our values of student-centric, belonging, connection, excellence, integrity and wellbeing guide every decision and action that we take. They steer us towards our purpose and create a culture of trust, collaboration and accountability. These values are aligned to the ACTPS values and signature behaviours which are underpinned by the [ACT Public Service \(ACTPS\) Code of Conduct](#).

CIT is committed to building a diverse workplace through an inclusive workforce. As part of this commitment, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, people with disability, and LGBTIQ+ people, are encouraged to apply.

EDUCATION DESIGN AND DELIVERY

CIT Pathways, Business and Leadership (PBL) is a teaching college comprising five departments: CIT Accounting, Legal & Project Management, CIT Business, CIT English Language, and CIT Foundation Skills and TAE. This college offers VET training programs from pre-Certificate I (or foundational level) through to Advanced Diploma. At present, this college has a presence at CIT Woden, CIT Bruce, CIT Fyshwick, CIT Tuggeranong and CIT Gungahlin. This position will report to the PBL Management Team including College Director and Heads of Departments.

DEPARTMENT OVERVIEW

The TAE team plays a key role within CIT, delivering accredited training and assessment qualifications that support workforce capability and educational quality. Across multiple qualifications, we design, deliver and support programs that build capability, confidence, and future success. Our TAE team strengthens the quality and sustainability of vocational education through training of best practice to both CIT's workforce and the broader VET sector. We support new educators by delivering the Certificate IV in Training and Assessment as they begin their teaching journey and enable aspiring leaders to advance their careers through the Diploma of VET, strengthening CIT's capacity and shaping the future of vocational education.

THE POSITION

The Project Support Officer provides administrative and compliance support to accredited training programs to assist in meeting regulatory and quality requirements. The position monitors learner progress, reviews student records for completeness and compliance, identifies and escalates potential non-compliances, and supports the timely completion of assessment and grading processes through monitoring of outstanding results and assessment due dates. The role contributes to risk management, quality assurance and continuous improvement activities across the department. The Project Support Officer is also responsible for coordinating User Choice Funding applications, maintaining accurate records and monitoring student participation and completions.

The position is located within the CIT Foundation Skills and TAE Department in the Pathways, Business and Leadership College.

RESPONSIBILITIES

The Project Support Officer provides administrative, student support and compliance services to support the delivery of VET qualifications and associated programs.

Under direction from the Head of Department, the Project Support Officer will:

- Act as the first point of contact for prospective and current students, providing high-quality customer service and timely responses to enquiries.
- Manage shared departmental inboxes, enquiries, ensuring requests are actioned or referred appropriately.
- Coordinate and schedule pre-enrolment interviews for prospective students, maintain associated records and support the student intake process.
- Support students through the enrolment process by providing information, guidance and assistance in accordance with CIT policies and procedures.
- Maintain regular communication with students and provide administrative support throughout their learning journey.
- Coordinate and escalate student enquiries, complaints and feedback as required.
- Monitor student participation, engagement, progression and completions using approved tracking systems and reports.
- Monitor assessment due dates, outstanding grades, Recognition of Prior Learning (RPL) applications, changes of grades and completion requirements, liaising with educators and relevant stakeholders to ensure student records remain current and compliant.
- Maintain student tracking and reporting tools, including spreadsheet-based and online monitoring systems.
- Collate, maintain and review student records and learner documentation to ensure information is complete, accurate and compliant with CIT policies, procedures and regulatory requirements.
- Identify and escalate compliance concerns, outstanding documentation and record discrepancies to relevant educators and managers.
- Coordinate User Choice Funding applications, maintain accurate records, complete reporting requirements and liaise with students, educators and relevant stakeholders to support funding compliance requirements.
- Monitor and prepare reports on student participation, completions and outcomes relating to User Choice funded programs.

- Provide administrative support for audit, quality assurance, risk management, compliance monitoring and Program Review and Improvement (PRI) activities.
- Assist in maintaining administrative processes that support audit readiness, compliance obligations and quality outcomes.
- Provide professional administrative support to the Department's team, including preparation of reports, correspondence, briefs, meeting coordination, scheduling, minute taking, record management, room bookings and compliance reporting.
- Maintain effective working relationships with students, educators and other internal and external stakeholders to support program delivery and student outcomes.
- Undertake ad hoc projects and other duties consistent with the classification level of the position.

Additional Information

- This position does not involve direct supervision of staff.

SELECTION CRITERIA

PROFESSIONAL AND PERSONAL CHARACTERISTICS

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Behavioural Capabilities

1. Strong interpersonal communication skills, including ability to listen and understand internal and external client needs and communicate technical information in terms understandable to non-technical end-users.
2. Demonstrated organisational skills including the ability to work under minimum direction, set priorities, monitor workflows and meet deadlines.
3. Demonstrated capacity to work collaboratively with a diverse range of stakeholders in a fast-paced and evolving workplace environment.
4. Ability to adapt and be flexible to accommodate changing priorities and challenges.
5. Demonstrated commitment to delivering high-quality customer service and building positive relationships with students, educators and external stakeholders.

Professional / Technical Skills and Knowledge

- Demonstrated experience in providing administration and support services, including maintaining and monitoring records, documentation and processes that support compliance, and quality assurance requirements.

- Demonstrated ability to collect, maintain and report on data using a range of administrative systems and software applications.
- Demonstrated attention to detail and accuracy, with the ability to manage competing priorities and workloads while providing high-quality customer service.
- Demonstrated knowledge or ability to learn RTO compliance requirements, processes and standards.

HIGHLY DESIREABLE QUALIFICATIONS AND EXPERIENCE

- Certificate III or Certificate IV in Business Administration, Business, Project Administration, or a related discipline.
- Demonstrated experience working in a TAFE, RTO, university, or other education and training environment.
- Demonstrated experience supporting student administration, enrolment, compliance and reporting processes using student management systems and/or learning management systems.

PLEASE NOTE

- All CIT and ACTPS employees are required to complete a criminal history record check form prior to employment.
- This position does not require a pre-employment medical.
- Staff will have opportunities for flexible working options and could include hybrid working, being a combination of working from home, designated office-based work from all CIT Campuses, part-time hours, flexible start, and finish times.

Office use only

Date Position Description updated: **15.9.2026** RITM Number: **xxxx**