

## Canberra Institute of Technology Position Description

<b>POSITION NUMBER:</b>	<b>P28744, P52058, P52059</b>
<b>CLASSIFICATION:</b>	<b>PROFESSIONAL OFFICER CLASS 2</b>
<b>POSITION TITLE:</b>	<b>Student Advisor</b>
<b>DIVISION:</b>	<b>Education Futures and Students</b>
<b>COLLEGE/BRANCH:</b>	<b>Student Experience</b>
<b>SECTION:</b>	<b>Student Support</b>
<b>SUB SECTION/COST CODE:</b>	<b>1541</b>
<b>IMMEDIATE SUPERVISOR:</b>	<b>Senior Manager, Student Support SOB P54836</b>
<b>RESTRICTIONS:</b>	

### 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 FUTURES AND STUDENTS' DIVISION**

The Education Futures and Students division offers a dynamic learning experience that equips students for success and lifelong employability, providing them with the tools and resources they need to thrive in a changing world. Led by experienced and innovative education leaders and educators, the division is committed to delivering future-focused teaching and enhancing student outcomes.

The division focuses on integrating leading-edge educational design and delivery technologies, supported by digitally enabled learning environments, innovative teaching methods, and robust academic quality and assurance systems. The division is dedicated to offering a wide range of student engagement and support services, ensuring that an increasing number of lifelong learners can study and upskill at CIT. Through strong collaborations with industry partners, CIT's education and training programs remain responsive to emerging skills needs and relevant to the local job market.

## **STUDENT SUPPORT OVERVIEW**

CIT Student Support provides several services which seek to enhance the experience of all CIT Students, addressing issues which may prevent them from successfully completing their study. The unit strives to provide high quality customer service to students, prospective students, CIT staff and the community, in accordance with the CIT Student Services Charter.

## **THE POSITION**

The Student Advisor reports to the Senior Manager, Student Support, and plays a key role in promoting the wellbeing and success of students at CIT. The position provides high-quality advice, guidance, and support within an educational environment, ensuring students can access the services and assistance they need to thrive.

## **RESPONSIBILITIES**

- Provide high-quality advice, guidance and support to students to promote wellbeing, engagement and academic success.
- Deliver a range of student support services: including disability support and the development of Disability Access Plans; advocacy and tailored assistance for migrant and refugee students; academic tutoring; and general advice and referral for students experiencing personal, social or study-related challenges.
- Maintain effective communication with students, staff and external stakeholders to ensure coordinated and responsive support.
- Uphold confidentiality, equity and inclusive practice in all interactions and service delivery.
- Work flexibly across multiple CIT locations in response to service needs and organisational priorities.
- Other duties as required.

## **SELECTION CRITERIA – STUDENT ADVISOR**

### **PROFESSIONAL AND PERSONAL CHARACTERISTICS**

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

1. Demonstrated ability to provide accurate, timely and student-centred advice within an educational environment, using sound judgement and a solutions-focused approach.
2. Demonstrated ability to deliver high-quality support services to diverse student groups, with experience in one or more areas such as disability support, migrant and refugee assistance, academic tutoring, or general student wellbeing support, and the capacity to develop skills across other specialist areas.
3. Strong written and verbal communication skills, with the capacity to convey complex information clearly and sensitively, build rapport and maintain professional boundaries.
4. Ability to work independently and collaboratively, adapt to changing priorities, and manage workload across varied service areas and locations.
5. Commitment to equity, inclusion and the wellbeing of diverse student cohorts, with an understanding of inclusive practice and its application in a tertiary education context.
6. Demonstrated ability to model the CIT values and ACT Public Service values and signature behaviours, knowledge of and the ability to work in accordance with, and implement agreed CIT policy and principles, respect, equity, and diversity (RED), work health and safety (WHS) and workplace participation.

## QUALIFICATIONS AND EXPERIENCE

- All CIT and ACTPS employees are required to complete a criminal history record check form prior to employment.
- Driver's license C Class is essential.
- Prior to commencing this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 is required. For further information on Working with Vulnerable People registration refer to - [Apply for or renew a WWVP registration - Access Canberra](#).

## DESIRABLE

- Possession of degree or diploma in a relevant field, community work, youth work, social work, disability, education or equivalent.
- Experience working in an educational environment.

### Office use only

Date Position Description updated: 02/04/2026

RITM Number: RITM605143