

**Form 5.5.05A**  
**POSITION DESCRIPTION**

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**Position Title:** Student Learning Specialist (SPACE)

**Position Number:** LLG005

**Section:** Centre for Flexible Learning (CFL)

**Department:** CFL

**Location:** Laucala Campus

**Category:** Senior & Professional **Level:** 2

**Current Incumbent:** Raveena Goundar  
years

**Date of substantive appointment:** 3

**Reports to:** Director, CFL

**Supervised by:** Head of School

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**ORGANIZATION CONTEXT**

The position reports to the Deputy Vice-Chancellor & Vice President (Education) through the Director CFL.

Organization: The University of the South Pacific

**PURPOSE**

Student Learning Specialist (SLS) provides support services for students in their endeavour for academic excellence. SLS programmes ensure that all students are better equipped to handle tertiary studies and get a step closer to their academic goal.

The Student Learning Specialist will:

- Prepare, implement, manage, facilitate and evaluate the academic and study skills activities and resources for the Student Learning Support section of the University of the South Pacific, ensuring high quality and innovative learning support is delivered to students studying via Face-to-Face, Print, Blended and Online learners at USP's various campuses and centres;
- Work collaboratively with academic and professional staff across the University to support student learning, enhance the student experience and improve student retention and success.

**NATURE AND SCOPE**

*The incumbent will be required to:*

- Oversee the management of SLS programme;
- Provide academic assistance and support for Face-to-Face (F), Print (P), Blended (B) and Online (O) learners;
- Recruit, train, monitor and evaluate Senior Peer Mentors/PASS Leaders through innovative approaches, digital learning tools and resources to facilitate collaborative peer learning opportunities both virtually and face-to-face for USP learners;
- Conduct face to face and online consultations for students needing academic assistance on a 'drop-in' basis with respect to, but not limited to, subject specific content, study skills, learning strategies, Academic, Study, ICT and Numeracy skills;

- Provide customised support for the relevant discipline
- Facilitate remedial support sessions for at-risk students;
- Research, plan, design and deliver generic and specific macro skill awareness through academic skills workshops;
- Evaluate and action research on student progression and success in distance education;
- Monitor students' progress and provide feedback and evaluation reports to the Campus Directors and Director of Centre for Flexible Learning;
- Research, review and produce current and relevant resources for students' academic support;
- Collaborate with sections such as Disability Resource Centre (DRC) to tailor-make support that promotes inclusivity and accessibility for a broad range of individual learners with diverse cultural backgrounds, learning abilities and ICT skills;
- Participate in research and publication;
- Create e-repository of learning resources for asynchronous learners.
- Participate in staff development activities;
- Participate in other aspects of university work as required

## **POSITION DIMENSIONS**

*Give details of staff and total level of costs within the organization under the position's overall control.*

### **Staff Responsible for:**

Directly: \_\_\_\_\_ Indirectly: \_\_\_\_\_ Total Level of Costs: \_\_\_\_\_

### **Limits of Authority:**

Financial: \$ \_\_\_\_\_

Non-Financial: \_\_\_\_\_

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### Key Relationships /Internal and External Contacts:

*Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships*

|                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>External:</b> <ul style="list-style-type: none"> <li>• Secondary Schools</li> <li>• Parents</li> <li>• Sponsors</li> </ul>                                                                                                                                                                            | <b>Purpose of Contact</b> <ul style="list-style-type: none"> <li>• Promotions</li> <li>• Consultations</li> </ul>                                                                                                                                                    |
| <b>Internal:</b> <ul style="list-style-type: none"> <li>• Student Learning Specialists</li> <li>• First Year Experience Coordinators</li> <li>• Head of School Learning and Teaching</li> <li>• Other sections e.g., Student Academic Services, Disability Resource Centre, Campus Life, etc.</li> </ul> | <b>Purpose of Contact:</b> <ul style="list-style-type: none"> <li>• Academic Study Skills Support</li> <li>• First Year student support</li> <li>• Reporting on support services</li> <li>• Teaching staff and course materials</li> <li>• Administration</li> </ul> |

### KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

*Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks: 4-5 tasks per KRA. Performance Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures, Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions*

| Key Result Areas <i>Jobholder is responsible for</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key Performance Indicators <i>Jobholder is successful when</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Coordinate Support Services</b> <ul style="list-style-type: none"> <li>• Works with students, Lecturers, and faculty staff to create strategies that promote a greater chance of academic success</li> <li>• Provide academic assistance and support for Face-to-Face (F), Print (P), Blended (B), and Online (O) learners</li> <li>• Coordinate (screen, maintain, and report) the Peer Assisted Study Session (PASS) Programme</li> <li>• Conduct face-to-face consultations for students needing academic assistance on a 'drop-in' basis</li> </ul> | <ul style="list-style-type: none"> <li>• Oversee the management of SLS programme</li> <li>• Students have academic improvement/improved GPA by semester and Annually</li> <li>• Increase in percentage of students' awareness and utilization of the SLS services and resources</li> <li>• Identifying and assisting the 'at-risk' students</li> <li>• Positive feedback from staff and students on SLS services provided and provide recommendations for a way forward</li> <li>• Resources are made available for students to use</li> </ul> |

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Prepare tailored programs for ‘Priority Students (At-risk students)</li> <li>• Prepare and conduct academic and study skills workshops for students and staff</li> <li>• Produce study guides on different topics as learning resources for students’ free use in the print and online modes</li> <li>• Raise awareness about SLS services through promotions and marketing strategies on campus and outer islands</li> </ul> |                                                                                                                                                                                                                                                                                  |
| <b>Evaluation of Support Services and Student Success</b> <ul style="list-style-type: none"> <li>• Coordinate (evaluate and report) the Peer Assisted Study Sessions (PASS) program</li> <li>• Monitor student’s progress and provide feedback and evaluation reports to the Campus Directors and other associates</li> </ul>                                                                                                                                          | <ul style="list-style-type: none"> <li>• Positive feedback on the assistance offered by PASS and Peer Mentoring programs</li> <li>• Feedback and evaluation reports to assist in decision making by Campus Directors</li> <li>• Submit SLS reports in a timely manner</li> </ul> |
| <b>Institutional Research</b> <ul style="list-style-type: none"> <li>• Participate in research and publication on support programmes</li> <li>• Participate in international communities of practice in the areas of research into innovative methods of supporting and monitoring student performance</li> </ul>                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Actively participate in institutional research as required</li> </ul>                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>• Participate in other aspects of the University work as required</li> </ul>                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Actively participate in other University and Campus activities as required</li> </ul>                                                                                                                                                   |

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**TERMS & CONDITIONS**

Salary: \_\_\_\_\_

Length of contract: 3 years

Gratuity and Allowances: \_\_\_\_\_

Other Benefits: \_\_\_\_\_

**POSITION SPECIFICATION**

**Qualifications (or equivalent level of learning)**

| <i><b>Essential</b></i>                                                                                                                                                                                                                                                                                                                                     | <i><b>Desirable</b></i>                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Postgraduate qualification or progress towards Postgraduate qualification in Education, Literature/Applied Linguistics/Linguistics/Communication, Government, Development, International Affairs, Law, Social Sciences (Psychology, Social Work, History, Sociology, Gender Studies and Pacific Policing)</li> </ul> | <ul style="list-style-type: none"> <li>A Master's qualification in a relevant discipline or working towards one</li> <li>A Postgraduate Certificate in Tertiary Teaching or equivalent or working towards one</li> </ul> |

**Knowledge and Experience**

| <i><b>Essential</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <i><b>Desirable</b></i>                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>1 year of full-time teaching experience or tutoring in a tertiary education setting</li> <li>At least 2 years of experience in giving academic support to students</li> <li>Experience in working with learners in the Pacific region</li> <li>Experience in designing relevant learning materials</li> <li>Experience in PASS programme.</li> <li>Experience in carrying out multiple activities within tight deadlines.</li> <li>A strong customer service orientation - for Drop-in and Schools collaboration.</li> <li>Good interpersonal skills</li> <li>Computer literate</li> </ul> | <ul style="list-style-type: none"> <li>Experience in working with students from diverse learning backgrounds and abilities;</li> <li>Experience working in the Pacific Region;</li> <li>Willingness to work after normal working hours and during weekends;</li> <li>Willingness to participate in the general activities of the University</li> </ul> |

**Key Skills / Attributes / Job Specific Competencies**

*The following levels would typically be expected for the 100% fully effective level:*

|                 |                                                                                                                                                   |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Expert Level    | Excellent knowledge of MS office, Statistics, Moodle (or other LMS), WebEx/Zoom skills, written and spoken English with good interpersonal skills |
| Advanced Level  | Good knowledge of MS office, Statistics, written and spoken English with good interpersonal skills                                                |
| Working Level   | Satisfactory knowledge of MS office, Statistics, written and spoken English with good interpersonal skills                                        |
| Awareness Level | Lacks knowledge of MS office, Statistics, written and spoken English with good interpersonal skills                                               |

**APPROVAL****Supervisor's Name: Dr. Rajni Chand****Date:** \_\_\_\_\_**Staff Name:** \_\_\_\_\_**Staff ID:** \_\_\_\_\_**Staff Signature:** \_\_\_\_\_**Date:** \_\_\_\_\_