

# Learning Support Advisor

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## Kaupapa | Purpose

To provide academic learning advice and study support to students in their assigned focus group (Appendix One) that enhances their learning experience.

**Reports to:** Manager, Learner Support Services, Pouārahi Ākonga

**Team:** EIT | Te Pūkenga: Learning and Library Services

**Remuneration:** Academic Staff Member (Non-Teaching)

**Date:** July 2024

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## Ngā Hononga Mahi | Working relationships

**Internal:** Disability and wellbeing support team, cultural support team, learning advisors, Library & Learning Services team, academic staff

**External:** EIT students

**Resource delegations and responsibilities:**

**Financial:** Not applicable

**People:** Not applicable

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## Ngā mahi | Do

- Provide academic learning support to students in their assigned focus group to enhance opportunities for success in tertiary study
- Develop resources that take best advantage of technologies to support student learning.
- Work with the cultural and disability teams to develop and foster a holistic and multi-disciplinary approach to meeting student needs.
- Work with the team to create a learning environment that is welcoming and valuing of students from all cultures, and students with disabilities, and supports and enhances the student learning experience.
- Work with the team to explore and develop ways to measure and monitor the provision of information and learning services on student success.

- Take a team approach to the provision of services and meet regularly with team members to discuss activities and planning.
- Guide students to appropriate support and, where needed, act as a reference point to other services that will meet student needs.
- Assist teaching staff to create equitable learning opportunities that are student focused.
- Contribute to the development and implementation of a strategy for student support
- Build networks within EIT | Te Pūkenga and the wider community that contribute to students' learning experience and success.
- Assist the team and manager to create a learning environment that is welcoming and valuing of students from diverse backgrounds.
- Deliver academic learning support workshops as appropriate.
- Guide students to appropriate support services that will meet their needs.
- Record support activities in central databases that are accessible to relevant staff and can be correlated with student success.
- Contribute to team planning in appropriate forums.
- Promote the team's services to staff and students.
- Work with academic staff to establish and maintain a liaison process according to their students' identified needs.
- Develop and maintain appropriate professional networks including active membership of relevant professional associations such as ACHIEVE and ATLAANZ.
- Promote the Kia Ōrite Best Practice Standards across EIT as appropriate.
- Review own job description annually with manager and work through coaching and performance appraisal processes.
- Keep up to date with research, professional, and technical developments relevant to this role.
- Undertake other duties as reasonably required by the manager.
- Work cooperatively with colleagues to develop constructive and positive working relationships across all campuses.
- Maintain an awareness of what is happening in information and learning support services across the whole of EIT.
- Comply with EIT | Te Pūkenga policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the position manager.

**Demonstrate commitment to:**

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritizing the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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## **Pūkenga | Have**

- A relevant tertiary qualification at degree level is essential.
  - A relevant postgraduate qualification (such as teaching) is desirable.
  - Experience in providing learning support to students in the tertiary education environment.
  - Experience in diagnostic assessment of numeracy and literacy skills and the provision of foundation education.
  - Well-developed communication and interpersonal skills with an ability to quickly establish rapport and credibility.
  - Experience with learning management systems, such as Moodle.
  - Ability to use emerging technologies to deliver services in accessible and affordable ways.
  - Proven ability to plan and meet deadlines.
  - Good organisational and administrative skills.
  - An understanding and appreciation of cultural matters and commitment to the development of a culturally sensitive working environment.
  - A demonstrated learner focused approach.
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## **Waiaro | Be**

**Authentic and Inclusive:** Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

**Connected:** Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

**Collective:** Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

**Self-awareness:** Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

**Ako:** Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

**Mana tāngata:** Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

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## **APPENDIX ONE**

The following specialist focus areas will be assigned to Learning Support Advisors, which does not limit advisors being required to contribute to different areas of speciality, as appropriate and on request:

### **1. Māori Support**

- Provide academic learning support to students to enhance opportunities for success in tertiary study, with a focus on Māori students and assessment in Te Reo Māori.
- Contribute to the development and implementation of a strategy for Māori and Pacific student support.
- Actively engage with Te Ūranga Waka tutors to adopt a liaison process according to the students identified needs.

#### **Specialist Qualifications and Experience**

- Experience in working with Māori students in tertiary education.
- Knowledge and use of Te Reo Māori and tikanga Māori is essential

### **2. Disability Support**

- Provide academic learning support to students to enhance opportunities for success in tertiary study, with a focus providing disability support.
- Contribute to the development and implementation of a strategy for disability support.

#### **Specialist Qualifications and Experience**

- Experience in working with students with disabilities in tertiary education