

POSITION DESCRIPTION

Coordinator, Study Tours



POSITION DETAILS

Position Title	Coordinator, Study Tours
Position Number	7010539
Directorate	Academic Pathway Programs
Classification	Professional Employee Level 7
Location	Parramatta City – 1PSQ Campus

POSITION PURPOSE

Study Tours are an integral part of The College's English Language offerings as they allow international students the opportunity to experience life as a Western Sydney University The College student, whilst also improving their grasp of the English language or gaining technical skills.

The Coordinator, Study Tours develops and progresses study tour opportunities from initial engagement to proposal stage, including preparation of draft delivery agreements and indicative program costings. The role focuses on business development, partner engagement and, in partnership with the English Language Programs Coordinator, the design of commercially and operationally viable study tour programs.

The role leads the pre-delivery lifecycle, including pipeline development, program scoping, pricing development, and preparation of draft agreements aligned to program proposals. In addition, the role is accountable for coordinating study tour delivery logistics, including homestay arrangements.

KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

- Develop and manage a pipeline of study tour opportunities, including identifying prospects, initiating partner engagement, and progressing opportunities through to viable draft program proposals.
- Lead stakeholder engagement with international partners across the opportunity lifecycle to shape requirements, clarify expectations, and progress study tour concepts toward approval.
- Lead program scoping and design in collaboration with internal stakeholders to ensure proposed study tours are feasible, deliverable, and aligned to institutional capability.
- Develop pricing proposals based on program design, delivery inputs, and market considerations to support commercial viability of study tour offerings.
- Prepare draft program agreements and supporting documentation aligned to program proposals to support the Manager, English Language Programs.

- Coordinate internal consultation with teaching and professional stakeholders to confirm operational feasibility and delivery readiness of proposed study tours prior to approval.
- Coordinate study tour delivery activities, including on-the-ground program logistics, homestay arrangements, and non-academic operational coordination during program delivery.
- Coordinate placement and integration of study tour students into English for Academic Purposes (EAP) classes in collaboration with the English Language Programs Coordinator, ensuring smooth onboarding and alignment during program delivery.
- Contribute to Study Tour program evaluation and continuous improvement through analysis of feedback, review of delivery outcomes, and recommendations to enhance future study tour design and delivery.
- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

- Appropriate tertiary qualification, ideally at postgraduate level, in business, client relationship management, project management, operations management, or a related discipline, or equivalent combination of relevant education and relevant industry experience.
- Demonstrated experience in the international student market and international education sales.
- Demonstrated experience in scoping, designing, or shaping a program to meet client needs, including assessing feasibility, coordinating inputs from multiple stakeholders, and translating requirements into deliverable proposals.
- Demonstrated experience in developing and managing a commercial pipeline, including identifying prospects, engaging and progressing relationships with external partners or clients, and converting opportunities into viable programs, services, or offerings across diverse cultural and institutional contexts.
- Demonstrated experience contributing to commercial proposals, including pricing inputs, cost awareness, and development of business cases or service delivery models within agreed parameters.
- Demonstrated experience coordinating internal stakeholders and managing the delivery of services or programs, including logistics, scheduling, and implementation.
- Demonstrated capability in reviewing program or service delivery outcomes and contributing to continuous improvement through evaluation, feedback analysis, and recommendation development.
- It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

CONSTRAINT/AUTHORITY LEVEL

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the broad direction of the Director, Academic Pathway Programs.

KEY RELATIONSHIPS

This position reports to the Manager, English Language Programs.

This position has no supervisory requirements.

Success in the role will depend on developing and maintaining positive relationships with:

- International Office, Western Sydney University
- Coordinator, English Language Programs
- Department of Home Affairs
- External Partners

CHALLENGES

The following are the key challenges of the position:

- Balancing commercial viability with operational feasibility, ensuring that program concepts developed through the pipeline are both market-responsive and capable of being delivered within institutional capacity and constraints.
- Coordinating across diverse internal and external stakeholders while ensuring effective delivery of programs, including management of logistics and homestay arrangements.

THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved By Anthony Mitri

Date 21 May 2026