

Business Entity	Kaplan Pathway Admissions / Kaplan Business School	Department	National Operations/ Admissions
Job Title	Admissions GTE Compliance Officer	Location	Delhi, India
Reports To	Regional Admissions Manager, Kaplan International Pathways/ Admissions and Enrolment Manager, Kaplan Business School	Direct Reports	Nil

Position Purpose

The role of the Admissions Compliance Officer will be required to understand and maintain up to date knowledge of the Australian Government Genuine Temporary Entrant (GTE) requirements and undertake the relevant checks of students within the region. With a focus on either Kaplan Pathway Colleges or Kaplan Business School, from time to time there may be a need to assist across the portfolios. A priority for this role will be to ensure timely processing of quality applicants while focusing on increased conversion.

Key Responsibilities

- Review and assess applicant's GTE submission in line with the college/school's assessment criteria and process.
- Undertake the necessary follow up to obtain any missing/additional documents from students/agents for the mandatory assessment to be completed.
- Conduct follow up calls to students and agents as required.
- Conduct credibility interviews for the applicants as required.
- Upload supporting documents and maintain assessment records of each case within the CRM.
- Update the status for each student within the CRM to maintain transparency across the various teams.
- Produce reports as and when required in relation to application status and student updates.
- Respond to all email enquiries within 24 hours of receiving (excluding holiday/weekends).
- Share information with the Australian onshore team about the local climate in relation to the industry and other areas that may impact the admissions process.
- Ensure there is two-way communication with the in-country student recruitment team to ensure the flow of information in relation to potential volume, processes, and best practice.

Contribute to a supportive, positive and safe workplace

- Complying with all company policies and procedures including WHS legislation requirements.
- Ensuring as far as is practicable that the workplace, under your control, is safe and without risks to health.
- Being a productive member of the Kaplan team by displaying the Company values through your day to day task.
- Adhering to Company Policies and Procedures.

Qualifications and Skills

Essential

- 3-4 years of experience within the higher education sector.
- Experience of working effectively in a high pressure, high volume environment.
- Ability to plan, coordinate and manage activities with minimal supervision.
- Excellent written and verbal communication with proven ability to work with staff at all levels.
- Attention to detail, accuracy and an ability to meet deadlines.
- Strong interpersonal skills and an ability to foster a cooperative work environment within internal and external stakeholders.
- Excellent problem-solving skills including the ability to exercise judgement and initiative in conflict resolution.
- Ability to adhere to and disseminate policies and procedures.

Desirable

- Undergraduate and/or postgraduate qualification.
- Experience in using PRISMS and Salesforce.
- Knowledge of ESOS Act and National Code of Practice is highly regarded.

Employee Signature _____

Date _____

Manager Signature _____

Date _____