



Position Description

Position Title: Academic Credit Assessment Officer	Classification: Bond 4
Faculty/School/Office: Office of Future Students	Date Position Classified/Updated: January 2026

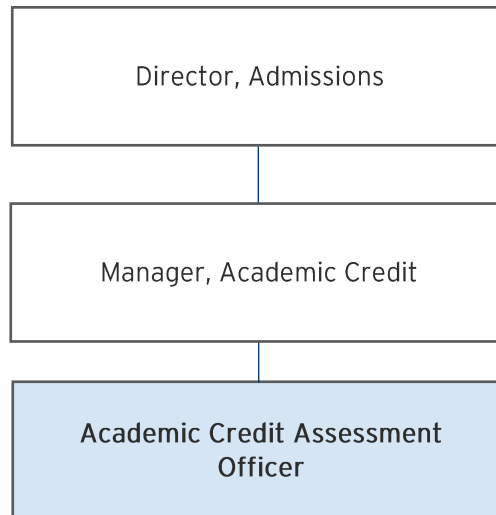
Purpose of the Position:

The Office of Future Students (OFS) at Bond University has a clear vision to raise the University's global reputation as a premium institution with a distinctive value proposition, to generate growth opportunities and to encourage more students to consider, engage with, and ultimately choose to study at Bond University.

The purpose of the Academic Credit Assessment Officer position is to manage the accurate and timely assessment of applications for academic credit, ensuring compliance with university policies, procedures, and relevant regulatory standards. This role is responsible for delivering a professional and efficient service that supports student progression and recognition of prior learning. The Officer provides clear and consistent advice to applicants and internal stakeholders, maintains accurate credit assessment records, and contributes to process improvements that enhance operational efficiency and the student experience. By upholding academic integrity and service excellence, the position plays a key role in facilitating student mobility and supporting the University's commitment to quality and compliance.

Reporting Relationship:

This position reports to the Manager, Academic Credit within the Admissions function of the Office of Future Students.

**Selection Criteria:**

- Completion of a relevant degree and/or demonstrated experience in academic administration, preferably within a university or policy-driven environment.
- Proven ability to interpret and apply University policies, procedures, and regulatory requirements accurately, exercising sound judgement in academic credit assessment decisions.
- Demonstrated ability to maintain a high level of accuracy and attention to detail while managing competing priorities in a busy, high-volume environment.
- Excellent verbal and written communication skills, combined with a strong commitment to delivering exceptional service and building positive relationships with students, staff, and stakeholders.
- Strong analytical and problem-solving skills, with the ability to identify issues, propose solutions, and contribute to continuous improvement of credit assessment processes.
- Demonstrated ability to work effectively with technology, including student management systems, databases, and Microsoft Office applications, with a willingness to learn new systems and tools.

Desirable Criteria:

- Demonstrated knowledge and experience of academic credit assessment and/or university admissions.
- Experience working with university systems (for example, UAC Advance, StudyLink, Student One, Microsoft Dynamics CRM).

Competency	Responsibility
Organisation and Administrative	<ul style="list-style-type: none"> Assess Credit Applications Review and accurately assess applications for academic credit, including outgoing exchange and cross-institutional study, in accordance with university policies and regulatory requirements. Prepare Study Plans Develop and provide precise study plans for applicants based on approved credit outcomes, ensuring alignment with program requirements and supporting student progression. Utilise Credit Management Systems Process credit applications using UAC Advance, Student One, and other relevant systems, following established process guides to ensure compliance and consistency. Maintain Accurate Records Ensure all academic credit assessments and related documentation are recorded accurately, including the posting of approved credit to student records, while maintaining data integrity and confidentiality. Manage Workload Effectively Prioritise and manage multiple tasks efficiently to meet deadlines and uphold service standards in a high-volume environment.
Customer Service	<ul style="list-style-type: none"> Provide Clear and Timely Advice Deliver accurate assessment outcomes and clear, timely advice to students, staff, and stakeholders regarding academic credit transfer processes and policies. Deliver Exceptional Service Demonstrate a strong commitment to providing high-quality customer service to students, staff, and other key stakeholders. Collaborate Across Departments Work closely with faculties, admissions, and other internal teams to ensure efficient academic credit assessment processes and resolve queries promptly. Foster Positive Relationships Build and maintain effective working relationships across the University to support collaboration and service excellence.
Knowledge and Technical Skills	<ul style="list-style-type: none"> Maintain Current Knowledge Keep up to date with university policies, academic credit transfer guidelines, and relevant regulatory frameworks to ensure consistent and compliant application. Provide Expert Advice Act as a central point of expertise on academic credit assessment, offering accurate advice and support to students, staff, and stakeholders across the University. Comprehensive Understanding of Policies and Regulations Demonstrate thorough knowledge of academic credit policies, procedures,

	<p>and applicable legislative and regulatory frameworks, including TEQSA, ESOS, and HESA.</p> <ul style="list-style-type: none"> • Identify Process Improvements Proactively identify opportunities to streamline workflows and improve efficiency, accuracy, and compliance in academic credit assessment procedures.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.