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**Dept:** International

**Working Title:** International Education Advisor (470)

**Date:** September 6<sup>th</sup>, 2019

**Job Class:** 13

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***PRIMARY FUNCTION:***

The International Education Advisor in the KPU International Division engages in collaborative practice to enhance the development, progression and retention of KPU students. Through guidance and the use of leading and innovative practices, the International Educational Advisor empowers students to achieve their educational goals while complying with the regulations of Immigration, Refugees and Citizenship Canada.

***JOB DUTIES AND TASKS:***

**1. Enhance development, progression, and retention of KPU international students**

- a. Conduct student interviews to obtain information necessary to determine and prioritize student needs and to assist students with selecting appropriate and/or vocational programs of study.
- b. Provide advice and develop an educational plan in consultation with the student based on individual assessments.
- c. Develop and implement strategies to communicate better programs and services for students and help them access educational and career related resources.
- d. Demonstrate to students the use of on-line tools to plan courses, check course transferability, and research career and educational options.
- e. Based on results of evaluated documents, determine student needs and program admissibility.
- f. Identify and provide educational and vocational advice to special needs students including assisting with access to college and community services.
- g. Administer, score and interpret various in-house and standardized tests used as admission requirements for university programs and courses, and incorporate the results of the tests into the preparation of educational plans.
- h. Provide advocacy for students experiencing difficulty at KPU including referring them to appropriate resources when required.
- i. Interpret and/or explain KPU policies and procedures relative to students' rights and responsibilities.
- j. Identify and provide advice to students who require assistance or counselling in dealing with academic, emotional or financial issues and refer to appropriate resources as required.
- k. Evaluate and interpret in-house Banner reports to determine program and graduation compliance.
- l. Develop, plan and deliver programs and services to advise students on course planning, program options, admission requirements, registration and other related information.
- m. Intervene on behalf of the university for students who are exhibiting characteristics that put them at risk for academic success.

**2. Support international students with navigating complex immigration policies and procedures while maintaining compliance.**

- a. Independently evaluate and assist student with navigating complex immigration policies and procedures. Advocating, guiding and resolving issues related to the student experience at KPU.
- b. Monitor student eligibility for study and work permits per legislation under the Canadian Immigration and refugee act and advise students on study/work permits related risks and issues.
- c. Advise administrative and academic units within the University regarding immigration policies and procedures for international students as it applies to KPU.
- d. Develop and conduct workshops for international students about study and work permit issues.
- e. Act as a liaison between KPU and Immigration, Refugees and Citizenship Canada.
- f. Process international student academic verification requests, transferring eligibility verification requests, and reporting those students who no longer meet the program requirements for the Off-Campus Work Permit Program.

**3. Drive student success through providing information and resources to students, other education institutions, employers and other related groups and agencies.**

- a. Conduct interviews to advise students and to demonstrate how to use on-line resources to research education/career information.
- b. Develop, plan and deliver client focused programs and services to advise students and other educational institutions on course planning, program options, admission requirements and other related information.
- c. Develop and implement strategies to promote Educational Advising services.
- d. Initiate, develop, plan and execute special events including pre-major fairs, welcome week, open-houses, orientations, college nights etc.
- e. Create content for use in institutional publications such as calendars, timetables, pamphlets, information posters, CD-ROMs, and websites.
- f. Liaise with high school and school district representatives, post-secondary institutions, employers, professional groups and other related agencies.
- g. Respond to enquiries from the general public, students and provide advice regarding KPU programs, services and procedures.
- h. Liaise with external institutions with regard to informal articulation and student advocacy matters.
- i. Research, develop and maintain web and printed information resources.

**4. Engage in collaborative practice with KPU Community**

- a. Participate on faculty or divisional curriculum committees and, where required, provide guidance and advice regarding proposed educational programming and its compliance with KPU policies and procedures.
- b. Inform, consult and make recommendations to student services staff and other KPU departments of new, modified or proposed curriculum as required.
- c. Investigate transfer credit issues between KPU and outside institutions, consult with and provide advice to the appropriate internal and external departments.

- d. Utilize tact, discretion and persuasion to address and amend policies and/or procedures that negatively impact students.
- e. Identify and communicate errors and inconsistencies between the Calendar and existing systems, policies, practices, procedures and other legal documents.
- f. Review draft and official Calendar copy to evaluate and provide feedback regarding program content.
- g. Attend agent visits and host workshops and pre-departure orientations in key markets.
- h. Work closely with the Office of Institutional Analysis and Planning on the international student compliance report.
- i. Participate in meetings with prospective educational partners and support Global Development Manager to develop new partnerships and maintain the current partnerships.

**6. Related duties:**

- a. Gather, maintain, and provide statistics to the Business Manager, International on various initiatives and practices.
- b. Select, order, organize and store resources and reference materials.
- c. Independently manage a complex schedule of appointments while ensuring that critical and conflicting deadlines are met.
- d. Organize and maintain the physical layout of the space assigned for Student Support Services.
- e. Research, develop and produce Academic Advising resources and as needed/order materials for the Student Support Services Centers.
- f. Manage an inventory system for the ongoing renewal of Academic Advising resources.
- g. Evaluate and interpret in-house Banner Reports to determine program and graduation compliance. Provide analysis of inaccuracies in Banner Reports and where appropriate potential solutions to the administrator to improve accuracy.
- h. Must be able to lift and carry materials in the range of 30 to 50 lbs.
- i. Perform other duties as required.
- j. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

**SUPERVISION RECEIVED:**

Reports to Manager, Global Engagement

**SUPERVISION/DIRECTION EXERCISED:**

Providing training to peer advisors, shadowing them and recording their working hours and performance.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Develop and maintain the training manual for new advisors. Access, update, and maintain sensitive and confidential student records for the purpose of advising, evaluating and processing appeals, educational and developmental plans, assisting OREG on student compliance with graduation requirements, and ensuring international students satisfy the requirements of taking a minimum of 9 credits/semester to keep their full-time student status in Canada. Research, develop and produce content for use in institutional publications

*The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements*

*that may be inherent in the job.*

**EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:**

1. Successful completion of an undergraduate degree.
2. A minimum of three years of employment in an international advising position.
3. Demonstrated in-depth knowledge of secondary and post-secondary educational systems.
4. Demonstrated understanding of international educational systems as well as an understanding of international student and cross-cultural issues.
5. Demonstrated understanding of Immigration, Refugees and Citizenship Canada requirements for study and work permits. Regulated International Student Immigration Advisor (RISIA) or Regulated Canadian Immigration Consultant (RCIC) designation is preferred.
6. Oral and written fluency in English and a secondary language in one of KPU's target markets is required, such as Vietnamese, Spanish, Portuguese, Korean, Japanese, or another language consistent with departmental priorities. The language requirements for the open role will be specified in the job posting.
7. Ability to build and maintain positive, cooperative, and service-oriented relationships with internal and external clients (mainly applicants, students, extended family members, agents, faculty, staff, etc.), where diversity of situations and people are routinely encountered.
8. Demonstrated experience in planning and presenting training activities and workshops.
9. Demonstrated intermediate level of competency using Microsoft Office Suite, including MS Word, Excel, PowerPoint, Access or a similar data base system.
10. Demonstrated competency navigating in Banner or a similar complex records database.
11. Ability to travel and work on multiple campuses.
12. Proven ability to be flexible in adapting speaking and presentation style to people of various backgrounds and cultures. Proven ability to present and convey appropriate and diplomatic responses to questions under pressure.
13. Ability to multi-task, apply organizational skills to meet deadlines, use problem solving skills.
14. Ability to exercise a high level of initiative and responsibility, work independently, establish own priorities, and meet deadlines.
15. Proven ability to conduct oneself in a professional manner in a demanding, high stress, fast-paced environment over a sustained period.
16. Demonstrated ability to handle confidential information appropriately.
17. Knowledge of KPU programs and courses and a demonstrated ability to keep up-to-date with credit and non-credit offerings, university and program admission policies, tuition fees, timetable changes, class cancellations etc.
18. Knowledge of training, education and/or job requirements for a wide range of academic, trades and technical careers as well as pathway options to reach educational goals.
19. Current understanding of the B.C. and other Canadian secondary school systems: graduation, partnerships, and articulated agreements.
20. General knowledge of financial services and processes including scholarships, and Canada and B.C. student loan application process.
21. A valid B.C. driver's license, safe driving record and access to a vehicle for work purposes is preferred.
22. Must be able to work evenings and weekends as needed.

23. Must be able to lift and carry materials in the range of 30 to 50 lbs.

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Knowledge Skills & Abilities revised: March 2021

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