

Living Our Vision, Mission and Core Values Education Consultant

This document incorporates feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of an employee working as an Education Consultant living our vision, mission and core values. These behaviours help form the performance culture expectations of the Education Consultant position at triOS College and Eastern College.



VISION

To improve lives
by sharing our knowledge
and passion for excellence.



MISSION

Helping students become
job-ready graduates.



VALUES

To practice:

- Integrity** Do what we say we will do
 - Dedication** Strive to be the best we can be
 - Readiness** Recognize and react positively to change
 - Respect** Treat others the way they want to be treated
- ... in all of our relationships.

Performance Culture – Education Consultant

The role of the Education Consultant is to drive the entire admissions process at the campus level. They recruit, qualify and enroll new students into our education programs.

Below we have identified key behaviours for an Education Consultant that are in line with our Vision, Mission and Core Values.

Integrity, do what we say we will do

1. Be accessible to students. Create an environment where students trust you and are comfortable coming to you to discuss any concerns they have with their education.
2. Meet with prospective student's and current student's on-time. Do not make them wait. If you are going to be late communicate this to the AA so that the student can be informed.
3. Provide timely, effective, and comprehensive advice and counselling to prospective students about programs they are considering enrolling in.
4. Tour prospective students around the campus, introducing them to key players of the administration team, as well as their potential instructor.
5. Assess prospective students to determine what their wants and needs are both in terms of education and a potential career. With this information, recommend a training program that best matches their wants and needs.
6. Provide honest communication to prospective students about our education programs and potential outcomes.
7. Be realistic with expectations you set with the prospective student to ensure that the college can deliver and meet the expectations. Unrealistic expectations will create dissatisfaction with the student.
8. Refer prospective students to the appropriate team member to address any concerns that may act as a barrier to coming to school (e.g. FAO, CD, Instructor, etc.).
9. Ensure all admission requirements are met prior to the student starting in their program. This should help with student satisfaction at the time of graduation.
10. Ensure compliance and rules are followed when enrolling students.
11. Ensure all accommodation requests are communicated to the Campus Director.

Dedication, strive to be the best we can be

12. Make prospective and current students feel welcome and comfortable at the campus. This involves:
 - a. Creating a friendly, inviting, and supportive environment.
 - b. Greeting everyone with a smile.
 - c. Greeting students by name.
 - d. Being dressed in business casual attire.

13. Always answer the phone with a smile.
14. Arrive a minimum of ten (10) minutes before the start of your day to ensure you are organized and ready to go when your shift is to start.
15. Stay current and knowledgeable on the various education programs.
16. Complete daily follow-up with students that previously showed an interest in coming to school to see if now is the right time for them to come to school.
17. Ensure every student leaves the school feeling positive that they can start school and be successful.

Readiness, recognize and react positively to change

18. Be proactive and adaptable to changing situations.
19. Overcome objections that students may have regarding their ability to attend school, fund school, etc.
20. Maintain open communication with other team members that need to be aware of potential issues with a prospective student enrollment.
21. Be a listening ear for a student that is considering withdrawing from their program. Dig deep to understand the root cause of why they are looking to withdraw prior to getting Campus Director involved.

Respect, treat others the way they want to be treated

22. Treat everyone with respect.
23. Avoid having personal and sensitive conversations in open areas. Move these conversations to a private office.
24. Be empathetic, show patience and compassion, and be supportive to students that are nervous about their ability to come to school.
25. Maintain professionalism when dealing with students that are agitated and upset. Never appear judgmental, exasperated or annoyed.
26. Maintain confidentiality of the student's personal information and situation.
27. Inspire and instill confidence in prospective students. Make them believe they can be successful.
28. Be welcoming and non-judgmental of all prospective students that meet with you.
29. Be respectful of other team member's time.