

DIGITAL Student Ambassador

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Role Description

We are seeking a passionate and digitally confident individual to serve as a **Digital Student Ambassador** at TAFE Queensland. This role is vital in supporting peers to build digital skills and confidence, providing feedback to TAFE Queensland on digital tools and resources, and contributing to a digitally inclusive learning environment. Successful applicants will be positive role models, advocating for digital literacy and supporting fellow students in navigating technology used in their studies.

The role expectations may include:

- Supporting peers to build skills and confidence in using digital technology relevant to their study programs.
- Becoming familiar with TAFE Queensland ICT/eLearning services and guiding peers to access support (e.g. password resets, Connect, LEAP, O365).
- Reviewing and providing feedback on digital student resources and suggesting improvements from a student perspective.
- Creating or contributing to student-friendly digital resources such as guides, graphics, or videos.
- Participating in monthly Zoom meetings and on-campus activities.
- Providing feedback to TAFE Queensland on digital literacy initiatives and usability.
- Liaising with Student Support Services staff for support and advice.
- Networking with and supporting other Student Ambassadors.

Out of Scope

- Being available 24/7 – Ambassadors are not expected to provide around-the-clock support.
- Teaching complex digital skills – The role focuses on basic digital literacy and confidence-building, not advanced technical instruction.
- Working directly on assignments or assessable material
- Ambassadors must not read or edit other students' assignments, provide answers or complete work on behalf of others.
- Acting as IT support – While familiar with ICT/eLearning services, ambassadors are not expected to resolve technical issues beyond basic guidance (e.g., password resets or navigation help).

Max Hours

Maximum of 15 hours over the course of the engagement period, noting that a student's studies are the priority.

Appointment Type

Voluntary

Eligibility

- Must be currently enrolled with TAFE Queensland in the [REGION] region (includes campuses such as [list campuses]). (Open to both VET and HE students).
- Must be available to attend [monthly or as determined] Zoom meetings and participate in on-campus activities.

Ideal Candidate Attributes

1. A positive, enthusiastic, and objective attitude toward digital advocacy and peer support.
2. Strong communication and listening skills, especially in explaining digital tools and concepts clearly.
3. Respectful, inclusive, and empathetic approach to supporting students with varying levels of digital confidence.
4. Reliable with effective time management and the ability to meet agreed commitments and deadlines.
5. Fair and balanced representation of student digital experiences and feedback.
6. A solutions-focused mindset with demonstrated self-leadership, initiative, and adaptability in digital environments.

Position Sits With

Regional Student Voice Lead

Appointment Process

Submit an Expression of Interest (EOI) via the TAFE Queensland website. A regional lead will contact you if you are successfully appointed. You will be asked to provide:

- Resume
- Contact details for two referees (educator referee desirable but not essential)
- Start date and expected graduation date
- Cover letter outlining your Strengths in digital literacy, ability to use online systems, communication skills, commitment to participating in student activities that build digital literacy
- A small panel of TAFE Queensland staff will review applications. An induction will be provided to all successful applicants.

An induction will be provided to all appointed Student Ambassadors.

Training Required

- Mandatory: WHS, Code of Conduct, Presentation Skills
- Optional: Mentoring and leadership development