



A Network of:  
OTAGO POLYTECHNIC  
UNIVERSAL COLLEGE OF LEARNING  
MANUKAU INSTITUTE OF TECHNOLOGY  
CHRISTCHURCH POLYTECHNIC INSTITUTE OF TECHNOLOGY  
EASTERN INSTITUTE OF TECHNOLOGY  
NELSON MARLBOROUGH INSTITUTE OF TECHNOLOGY

# SKILL PROFILE

## ONLINE FACILITATOR

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### 1 Qualifications and Experience

- 1.1 Tertiary teaching qualification (preferred)
- 1.2 Up to date knowledge of *subject area*
- 1.3 Teaching at tertiary level in *subject area*
- 1.4 Teaching in online environment (preferred)

### 2 Personal Attributes

- 2.1 Appropriate social skills necessary for online facilitators – eg encouraging, supportive, facilitative, flexible
- 2.2 Excellent Communication – particularly in writing
- 2.3 Critical thinker and able to give accurate and effective feedback to learners.
- 2.4 Able to work cooperatively within a team

### 3 Teaching Skills

- 3.1 Understanding of principles of learning online and blended learning practices.
- 3.2 Knowledge and understanding of different learning styles
- 3.3 Student focussed
- 3.4 Ability to enable student to translate theory into application in the workplace
- 3.5 Experience in group facilitation (discussion groups)
- 3.6 Understanding of the dynamics of online learning communities.

#### **4 Administration Skills**

- 4.1 Information Management skills
- 4.2 Time Management skills
- 4.3 Knowledge and understanding of academic processes
- 4.4 Accuracy of records and assessments
- 4.5 Organisational skills

#### **5 Technical/IT skill Requirements**

- 5.1 Keyboarding
- 5.2 Windows
- 5.3 Learner Management System (eg Blackboard)
- 5.4 Email and attachments
- 5.5 Word processing/spreadsheets
- 5.6 Asynchronous discussion groups
- 5.7 Understanding of 'netiquette'
- 5.8 Internet - Search and retrieval
- 5.9 File management, downloading/uploading files

#### **6 Examples of some tasks required from online facilitator**

- 6.1 Responding to questions from participants
- 6.2 Setting up announcements at beginning of each week, referring to milestones/sign posting
- 6.3 Initiating discussion board discussions
- 6.4 Reading and responding to threaded discussions
- 6.5 Trouble-shooting and liaising on technical issues via Learner Management System (i.e. Blackboard) administration and company (client) technical support
- 6.6 Setting end of module online tests and making available
- 6.7 Liaising with Academic Coordinator and eLearning Administration
- 6.8 Learner support for course content and study skills
- 6.9 Liaising with library and learning services as required
- 6.10 Familiar with course structure, content and schedules
- 6.11 Preparation of face to face workshops
- 6.12 Delivery of face to face workshops