

JOB DESCRIPTION

Employment Based Training Officer

Level:	Level 2
Position Number:	40000448, 40000736
Location:	Kalgoorlie
FTE:	1.00
Division:	Client Experience
Branch:	Student Business Systems
Agreement:	Public Sector CSA Agreement 2024 (and subsequent agreement/s)
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The Employment Based Training Officer is responsible for the monitoring of administrative systems and processes related to Employment Based Training (EBT), across Central Regional TAFE campuses. This position ensures relevant government regulations and policies are adhered to.

POSITION'S RELATIONSHIPS

THIS POSITION REPORTS TO:

Coordinator Employment Based Training	Geraldton	Level 5
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OTHER POSITIONS REPORTING TO ABOVE POSITION:

Employment Based Training Officer x 3	Geraldton	Level 2
Employment Based Training Officer x 2	Northam	Level 2

OFFICERS UNDER DIRECT RESPONSIBILITY:

Nil

OUR VALUES

INTEGRITY

We are genuine, honest, and apply high ethical standards.

RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Provides high quality and seamless client service and administrative support to employers, apprentices, trainees, and other stakeholders.
- Provides timely services to deliver client service processes directly related to apprentices and trainees, including using Student Management Systems (SMS) relating to, but not limited to:
 - Contract management
 - Enrolments and withdrawals
 - Block scheduling and call ups
 - Award management and certification
 - Student financial transactions
- Utilises the Western Australian Apprenticeship Management System (WAAMS) to input contract data for new commencements, suspensions, qualification upgrades, terminations and completions.
- Ensures enquiries are followed up and provides a "point of return contact" for all clients.

- Contributes to continuous improvement initiatives that support consistent, unified administrative processes across all campuses.
- Compiles information on apprentice and trainee progress for internal and external reporting and advises coordinator of any issues associated with lack of progression.
- Works collaboratively with and provides support to Training Managers, Heads of Program, Training Coordinators, Lecturers and other staff to maximise activity in EBT.
- Responsible for quality of data entry relating to apprentices and trainees ensuring accuracy and timeliness.
- Supports and assists in promotion of College programs and services, including assisting with College events when required.
- Involved in developing, implementing, and improving Student Management Systems and processes including input into development of instructional support materials.
- Understands relevant frameworks and guidelines and maintains records in accordance with College policies.
- Undertakes clerical and administrative duties to support work practices.
- Undertakes other duties as required.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- High commitment and motivation to providing quality customer service to a diverse range of clients.
- Well-developed computer skills, including a working knowledge of databases, record management systems, spreadsheets, and word processing.
- Demonstrated time management and organisational skills with the ability to manage a high volume of tasks with competing priorities within strict deadlines.
- Ability to work effectively, efficiently and flexibly with minimal supervision in a high work volume and constantly changing service environment.
- Well-developed written, verbal and interpersonal communication skills, including the ability to provide quality customer service to both internal and external client groups.

DESIRABLE:

- Current knowledge and understanding of the vocational training system including employment based training programs.

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- Possession of a current Working with Children Check.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

The details contained in the document are an accurate statement of the position's responsibilities and requirements.



Joanne Payne
Managing Director

6 March 2025

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP.

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Personal Leadership for this position.

Lead collectively	You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.
Think through complexity	You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.
Dynamically sense the environment	You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
Deliver on high leverage areas	You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
Build capability	You actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of public service	You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.
Lead adaptively	You are continually learning and adjusting your approach to be effective in the changing work environment.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.