



Job Description

Apprenticeship Support Administration Officer Level 2

Position Number:	Various	FTE:	1.0
Division	Training Services	Agreement/Award:	Government Officers' Salaries, Allowances and Conditions Award 1989, Public Sector CSA Agreement 2024 or as replaced
Branch:	Strategic Partnerships		
Location:	Thornlie		

Reporting Relationships

- Manager, Apprenticeship and Traineeship Support Unit

Other officers reporting to the above office:

- Apprenticeship and Traineeship Consultant – Level 6
- Apprenticeship Support Officer – Level 3

This Office – officers under direct responsibility

- None
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Key Role Statement

To provide efficient and effective administrative and client focussed support to the Strategic Partnership Directorate to ensure that all Apprenticeship and Traineeship core business functions are undertaken in line with approved college procedures.

Key Responsibilities

- Undertake a range of administrative duties relevant to the management and implementation of Apprenticeships and Traineeships at South Metro TAFE (SMT)
 - Acts as the central point of contact for enquiries from internal and external stakeholders in relation to Apprenticeships and Traineeships.
 - Promotes SMT apprenticeships and traineeships offerings and provides information in relation to course content, delivery methodology, and process to initiate training contract sign up.
 - Provides information to internal and external stakeholders in relation to the traineeships system, obligations, Policy and Training contract processes such as variations, completion of contract, termination suspensions etc.
 - Liaises and provides information and assistance to key stakeholders on matters relating to Apprenticeships and Traineeships including Training Plans, completion agreements, course outlines, student enrolments, college systems data input and any other related matters.
 - Checking on apprentice progress and raising requests for contract variations where necessary
 - Creating and distributing Training Contract Completion Agreements (TCCAs), follow up of TCCAs
 - Complete ASRI tracking responsibilities.
 - Coordinates Apprentice Travel bookings with all stakeholders
 - Coordinates all employer third party invoices arrangements
 - Assists in the collection, collation and analysis of customer feedback
 - Supports and assists other key stakeholders to achieve the strategic goals of the College portfolios.
 - Coordinates all employer third party invoices arrangements
 - Attends meetings and contributes as part of the team in providing feedback on relevant college procedures to support continuous improvement.
 - Acts with the highest standard of honesty and integrity demonstrating behaviour and decision-making in line with the Public Sector Code of Ethics, SM TAFE Values, and the Staff Code of Conduct.
 - Takes all reasonable care for the safety, health and wellbeing of self and others by adhering to all applicable work health and safety legislation, policies, and procedures.
 - Other duties as negotiated with line manager.
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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 the Public Sector Commission's - [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](#).

Selection Criteria

Essential

- Demonstrated organisational and analytical skills with the ability to interpret and provide advice on legislative and policy documents.
- Current knowledge and understanding of the VET and Apprenticeship system
- Well-developed communication and customer service skills/experience in order to negotiate and relate effectively with both internal and external clients.
- Ability to work as a team member in a multi skilled environment and with minimal supervision.
- Advanced computing and data entry skills, including the use of Database applications

Other Requirements

1. A current Working with Children Check
2. A Department of Education Nationally Coordinated Criminal History Check
3. May be required to work from any College campus..

CERTIFICATION

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

Business Unit Manager		Managing Director	
Name:		Name:	
Signature:		Signature:	
Date:		Date:	