

Apprenticeship / Traineeship Support Officer

HEP Level 5

POSITION NUMBER	951659
ORGANISATIONAL UNIT	College of Trades, Technology and Hospitality
POSITION REPORTS TO	Apprenticeships / Traineeships Support Coordinator
OVERALL PURPOSE	The overall purpose of the Apprenticeship / Traineeship Support Officer is to provide administrative support to the day to day operations of the Apprenticeship / Traineeship Support Unit. The incumbent will perform a range of administrative tasks to ensure an effective and efficient service is provided to apprentices, trainees, teaching departments, employers and other relevant external stakeholders.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	Within the University the position: - works closely with the Administration and Governance Team - works with all relevant teaching departments within the TAFE as well as relevant service areas within the University - works closely with other Apprenticeship / Traineeship Support Officers Outside the University the position liaises with: - Victorian Registration & Qualifications Authority (VRQA), Australian Apprenticeship Support Network (AASN), Secondary Schools, Employers, Victorian Apprenticeship Field Services (VAFS)
LOCATION/CAMPUS	The position is currently located at the Sunshine Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

People and Culture use only

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

Victoria University TAFE is the major provider of vocational education and training in the West of Melbourne, it also includes our pathways college, VU College that delivers English, ELICOS, engagement and higher & vocational education pathways programs for international and domestic students

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide administrative support across the Apprenticeship / Traineeship student lifecycle
- ◆ Develop and foster strong relationships with employers
- ◆ Contribute to the development of administrative procedures related to Apprentice and Trainee end to end contract management
- ◆ Maintain an understanding of regulations and matters related to apprentices and trainees
- ◆ Contribute to the work effort of the Apprenticeship / Traineeship Support Unit to ensure key performance indicators are met
- ◆ Assist with the generation of operational and business reports around apprentices and trainees
- ◆ Working closely with the Administration and Governance Team to ensure weekly intake of apprentices and trainees are actioned in a timely manner
- ◆ Produce, monitor and follow up employer signatures on training plans and progress reports
- ◆ Provide a high level of customer service to key stakeholders (internally and externally)
- ◆ Contribute to continuous improvement opportunities to streamline systems, processes, and improve customer service.

TYPICAL/MAJOR CHALLENGES

- ◆ Undertaking a range of administrative functions related to apprentices and trainees
- ◆ Resolve routine issues related to matters across the apprentice and trainee student lifecycle, referring more complex matters to the Apprenticeships/Traineeships Support Coordinator
- ◆ Work effectively in a changing environment that calls for resourcefulness, initiative and responsiveness to ASQA, VRQA and funding contract requirements, standards and guidelines, as well as teaching area and administrative needs
- ◆ Work collaboratively with key stakeholders internally and externally to ensure VET compliance is achieved.
- ◆ Provide a responsive service to internal and external stakeholders

LEVEL OF SUPERVISION

Operates under the broad direction from the Apprenticeship/Traineeships Support Coordinator.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of apprenticeship and traineeship administration requirements
- ◆ An understanding of the VET Funding Contract and reporting requirements
- ◆ Knowledge of University operations, governance and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements
- ◆ Knowledge of systems related to apprentice and trainee administration

KEY SELECTION CRITERIA

Essential

1. Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training.
2. A current E (Employee) Working with Children Check.
3. Demonstrated understanding of appropriate behaviours when dealing with young people regardless of their background or diversity of need.
4. Demonstrated commitment and capacity to deliver quality client / customer service and the ability to exercise initiative, judgement and problem solving across the apprenticeship / traineeship student lifecycle.
5. Well-developed written, verbal and interpersonal communication skills, including the ability to interact effectively with a diverse range of staff, students and external stakeholders in order to meet the position objectives and maintain confidentiality.
6. Proficiency in all Microsoft Suite applications, including Microsoft word, Excel and Outlook, together with the skill base to quickly gain a working knowledge of any University external online systems.
7. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work independently to organise and prioritise workload in a demanding environment and contribute to continuous improvement