

Position description

Greater together 

Position title:	Apprenticeship and Traineeship Support Officer
Institute/School/Centre/ Directorate/VCO:	Federation TAFE
Campus:	SMB Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Brandon Weatherson, Team Leader, Vocational Pathways Telephone: (03) 5327 8438 Email: b.weatherson@federation.edu.au
Recruitment number:	JR101234

Position summary

The Apprenticeship and Traineeship Support Officer (ATSO) is accountable for leading the end-to-end apprenticeship and traineeship support for all relevant Federation TAFE programs.

Reporting into the Team Leader of Vocational Pathways, this role provides crucial support across the two Federation TAFE Skills and Education Delivery Centre's:

- Centre of Health, Community, Technology and Education
- Centre of Service Industries and the Built Environment

In this role you will devise interventions and solutions whilst working with apprentices, trainees, employers, program managers, teachers, and program support officers (PSOs), to provide administrative support and pastoral care to ensure Federation TAFE successfully meets the requirements of the Commonwealth Employment Contract and the RTO Training Plan, plus ASQA and VRQA obligations as they relate to Australian Apprenticeships.

You will develop and nurture business relationships with external stakeholders. These External stakeholders include employers, Apprentice Connect Australia providers (ACAP'S), group training organisations (GTO'S), Local Learning and Employment Network (LLEN), Apprenticeships Victoria, Head Start, Local schools and community organisations.

This role requires regular travel throughout the Ballarat and Wimmera region and at times wider Victoria. Key to your success will be your excellent client engagement and pastoral care skills and your ability to foster business relationships to ensure sustainable performance outcomes in a vocational education setting.

It may also include some evening and weekend attendance at Federation University approved events.

Portfolio

Federation TAFE is home to vocational education and training delivered by Federation University Australia and offers a broad range of quality education and training programs, reflecting state and national priorities that address the training needs of individuals and industry.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Market and promote Federation TAFE's capabilities and lead the end-to-end administrative and pastoral care processes and requirements of the apprentices and trainees across the institute.
2. Nurture and maintain internal and external stakeholder relationships and identify new business opportunities.
3. Influence stakeholder expectations on the delivery and availability of Federation TAFE services, including monitoring the student experience and progress to minimise organisational exposure and risk.
4. Maintain regular contact with apprentices, trainees, and employers to monitor progress and satisfaction. Liaise with relevant Federation TAFE stakeholders to resolve issues.
5. Contribute positively to the apprentice and trainee retention activities and be a point of contact to answer Australian Apprenticeship enquiries.
6. Lead and monitor the progression of the RTO training plan, pre-training reviews (PTRs), online enrolments and other relevant documentation throughout the apprentice and trainee lifecycle, including transitioning/updated/superseded qualifications.
7. Provide support to Program Managers, teachers and PSOs and follow up on apprentice and trainee non-attendance and where relevant connecting at risk students to support services.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
10. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;

- the requirements for the inclusion of people with disabilities in work and study;
- Occupational Health and Safety (OHS) legislation and requirements; and
- Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Apprentice and Trainee Support Officer (ATSO) reports to the Team Leader, Vocational Pathways and is responsible for the end-to-end administrative apprentice and trainee service delivery outcomes at Federation TAFE. The role has an element of autonomy with structured catchups schedule by your manager.

The role is responsible for providing factual advice and comprehensive administrative support to apprentices, trainees, employers, and staff across the relevant Federation TAFE program areas.

The position is required to have a comprehensive knowledge and understanding of the administrative requirements of the Australian Apprenticeship system as it relates to a Registered Training Organisation (RTO), such as Federation TAFE.

Position and organisational relationships

The Apprentice and Trainee Support Officer (ATSO) reports to the Team Leader Vocation Pathways. The position is required to work collaboratively with Program Managers, Program Support Officers (PSOs), teachers and the wider university student support network.

At times and with support from the line manager, this role will be required to provide feedback and advice to the Heads of Centre and the Federation TAFE Executive Team.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - a trade or business-related certificate III with relevant work experience in vocational education and training; or
 - a certificate IV with relevant work experience in vocational education and training; or
 - a post-trades certificate with relevant work experience in vocational education and training; or
 - an equivalent combination of relevant on-the-job experience and/or education/training.
2. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).
3. Hold a current driver's license, with the capacity to meet the regular travel requirements of the role. A Federation TAFE pool car is provided for business approved travel.

Experience, knowledge and attributes

1. Demonstrated ability to provide end-to-end administrative services and customer support in a complex vocational education setting.
2. Demonstrated experience in building and maintaining effective business relationships and able to deliver effective and timely communication to internal and external stakeholders.
3. Demonstrated problem solving, organisational and time management skills and the ability to prioritise work demands to meet conflicting deadlines in a busy office environment.
4. Demonstrated outstanding interpersonal and communication skills and the ability to work well across all levels of management and personnel to achieve goals, including the ability to work independently and in a team-oriented, collaborative environment.

5. Self-motivated with strong attention to detail and high level of accountability and experience in dealing with confidential information.
6. Demonstrated experience using the Microsoft Office suite, in particular Word, Excel, PowerPoint, Teams and email, as well as the demonstrated ability to use other relevant applications.
7. Demonstrated working knowledge and application of the Child Safety Standards.
8. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.