



Position Details

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| Position Title | Field Officer |
| Location | Group Training Scheme 3 Frederick Road, Royal Park You may be required to work at other sites within the employer's establishments to meet business requirements. You may also be required to work at member sites, host sites and other external sites. |
| Reports To (Position Title) | Team Leader Apprentice Employment Services (AES) |
| Collaborative Relationships | Field Officers WHS & RTW Coordinator GTO Administration Team |
| Financial Accountability (Expense Budget and/or revenue) | Nil |
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Position Responsibilities

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| Purpose of the Position | The purpose of this position is to: <ol style="list-style-type: none"> 1. provide case and performance management of apprentices from recruitment through to completion of the trade apprenticeship with a focus on apprentice retention, welfare and development and the achievement of compliance; 2. provide support and guidance to Host Employers concerning compliance and obligations and responsibilities related to the Hosting of an apprentice and ensure retention of apprentice; 3. monitor and ensure that on and off-job training and assessment is appropriately delivered and assessed promptly and at the required qualification level and diversity; |
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| | <p>4. administrative tasks and maintaining compliant records;</p> <p>5. represent and market MTA Group Training Organisation to the industry and wider community in a professional manner.</p> |
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In order of importance, list the key responsibilities/activities of the position. Each responsibility should be weighted according to the amount of time/effort spent on it during a normal year. The total weighting will be 100%.

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| Primary Responsibility 1. | <p>Provide case & performance management of apprentices from recruitment through to completion of the trade apprenticeship with a focus on:</p> <ul style="list-style-type: none"> - Apprentice retention; - Apprentice welfare & development; - Increased retention & reduced suspension rates; - Compliance. | 60% |
| Purpose of Activity | 1.1 In collaboration with the Team Leader AES, ensure apprentice appropriateness and learning capacity for the chosen trade stream and thereby apprentice retention and completion of trade qualification; | |
| Required Examples | <p>a) Liaise with the Team Leader AES and Recruitment Staff in the apprentice selection process;</p> <p>b) Review selection assessments to identify special learning requirements i.e. Language Literacy & Numeracy, and/or other supports that are or may be required to ensure the apprentices successful completion of the trade qualification</p> <p>c) Liaise with GTO, RTO, AASN and School (where applicable) Staff in the development and implementation of support strategies to ensure apprentice retention and successful completion.</p> <p>d) Ensure Contract of Training process is completed appropriately;</p> <p>e) Ensure that Apprentice Site Induction is completed appropriately;</p> | |

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| | 1.2 Source and coordinate appropriate Host Employer placement to ensure both apprentice retention and successful completion of trade qualification | |
| | <ul style="list-style-type: none"> a) Source Host Employer appropriate to the apprentice's stream and support needs if required; b) Ensure that Host Employer Agreement is signed pre-placement of apprentice and that Host Employer is aware of and understands their responsibilities related to legislative and apprentice learning and welfare compliance; c) Ensure RTO Training Plan is agreed to by Host Employer and implemented; d) Arrange or conduct WHS Risk Assessment pre-commencement of an apprentice. Where WHS Risk Assessment does not meet required levels negotiate with Host Employer remediation of issues. Where Host Employer is unable to meet remediation without support engage the assistance of MTA Work Health Safety and Return to Work Coordinator. Where the Host Employer refuses to remediate source another Host Employer. e) Ensure Host Employer site induction is carried out. f) Ensure that the apprentice commences as arranged. | |
| | 1.3 Case Management of Apprentice with a focus on apprentice retention and successful completion of trade qualification | |
| | <ul style="list-style-type: none"> a) Develop and maintain a trust-based mentor relationship with each Apprentice; b) Ensure Apprentice welfare throughout the apprenticeship time; c) Ensure Apprentice has easy access to Career Advice and further training information and advice; d) Identify and implement supports required to ensure Apprentice retention and successful completion of Trade Apprenticeship; | |

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| | <p>e) As minimum conduct, a formal face to face monitoring visit every 8 weeks, or as determined monthly visits to first-year apprentices and increase where necessary visits to at-risk apprentices, which includes the Apprentice and Host Employer representative, including identification of issues and solutions/support to remediate issues related to;</p> <ul style="list-style-type: none"> - Host Employer compliance; - Apprentice personal and professional development; - Apprentice on-job learning; <p>f) Where Apprentice is identified as having behavioural or learning or developmental issues in collaboration with, Student Support Officer, external support services (AASN etc.) and/or RTO, as appropriate, consider and implement support mechanisms to ensure successful completion of the apprenticeship, increase in retention rates and reducing short and long term suspensions;</p> <p>g) Identify and provide reward and recognition as may be appropriate for the apprentice and/or host employer;</p> <ul style="list-style-type: none"> - Monitor and identify the need for rotation of apprentices requiring more diverse and/or appropriate on job learning opportunities <p>h) Reduce suspension rates of apprentices due to:</p> <ul style="list-style-type: none"> - Host employer termination of placement; - MTA termination of placement related to host employer non-compliance (e.g. removing apprentice from an unsafe environment); - Any other reason <p>in ensuring where ever possible a 5 working day notification from the host employer to provide the GTO with an opportunity to find a placement before requiring suspension;</p> | |
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| | <p>i) Sourcing alternate placements in a timely and efficient manner to reduce suspension numbers;</p> <p>j) Monitor on and off-job learning progress and liaise with RTO to ensure that Apprentice:</p> <ul style="list-style-type: none"> - Learning progresses appropriately – time and level; - RTO is conducting appropriate on-job learning monitoring and verification; - Appropriate learning and assessment supports are identified and implemented by the RTO. <p>k) Monitor on-job WHS and action as required as per MTA compliance and WHS legislation.</p> | |
| | 1.4 Performance Management of Apprentice ensuring completion of trade qualification and required level of competency for the host employer | |
| | <p>a) Ensure Apprentices are aware of and understand their rights and responsibilities as:</p> <ul style="list-style-type: none"> - hosted apprentices; - employees of MTA; and - students of RTO. <p>b) Monitor performance in collaboration with the host employer and RTO;</p> <p>c) Manage ongoing performance through the use of mentoring, support and/or discipline methodologies;</p> <p>d) Develop appropriate performance management strategies in collaboration with Student Support Officer;</p> <p>e) Recognise and encourage apprentices who are performing to a high standard.</p> | |
| Responsibility 2. | Provide support and guidance to host employers concerning compliance and obligations and responsibilities related to the hosting of an apprentice. | 20% |
| Purpose of Activity | Ensure that Host Employer activities, processes and on-job learning delivery is conducted safely and is compliant with MTA and legislative requirements and appropriate to the needs of the Apprentice. | |

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| Required Examples | 2.1 Ensure Host Employer is aware of and understands the conditions and requirements of the: <ul style="list-style-type: none"> - MTA Host Employer Agreement; - Host Employer obligations under National Standards and Training & Skills Commission (SA) guidelines; - Various legislations and in particular Privacy and WHS through the conduct of an initial WHS Site Risk Assessment and ongoing annual WHS Site Risk Assessment, remediation of issues and referral to WHS Coordinator where required. | |
| | 2.2 Ensure that on-job training meets the requirements of both the TaSC & RTO Training Plans. | |
| | 2.3 Educate and provide advice and support to the Host Employer concerning their obligations and responsibilities. | |
| Responsibility 3. | Administrative tasks & maintaining compliant records | 10% |
| Purpose of Activity | To complete administrative tasks as required and document and record all activities in line with MTA policy and National Standards and Guidelines compliance | |
| Required Examples | 4.1 Record all Apprentice and Host Employer communications and activities in JobReady in a manner as documented by MTA policy and in line with National Standards requirements. | |
| | 4.2 Complete all administrative duties as determined by MTA and that will include: <ul style="list-style-type: none"> - All communication and activities entry into JobReady in a compliant manner; - Provision of regular and ad hoc reports as required by GM AES and/or Team Leader AES Team Leader AES; - Outlook Calendar Management; - Completion of Risk Management Initial and Annual Reports; - Maintenance of current and accurate Client Relationship Management data (CRM) with JobReady; | |

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| | <ul style="list-style-type: none"> - Update and maintain 'out of placement/suspension' sheet; | |
| Responsibility 4. | Represent and market MTA Training and Employment Centre to the industry and wider community in a professional manner to increase host employer and new apprentice opportunities and cross-selling other MTA services and membership; | 10% |
| Purpose of Activity | To promote and sell the concept of Group Training to increase host employer and new apprentice opportunities and cross-selling other MTA services and membership. | |
| Required Examples | <p>5.1 To initiate, develop and maintain positive industry relationships through networking opportunities utilizing opportunities such as:</p> <ul style="list-style-type: none"> - Cold Calling; - Industry Functions and Events; - Career & Business Expos; <p>Collaboration with other MTA business units.</p> | |
| | 5.2 Source suitable Host Employers and maintain potential Host Employer relationships whilst marketing other MTA services and membership benefits. | |
| | <p>5.3 Promote Apprenticeships and MTA Group Training to potential applicants through attendance and presentation at:</p> <ul style="list-style-type: none"> - Career Expos; - MTA and other industry events; - School Open Days. | |
| | <p>5.4 Promote Apprentice training at MTA Training and Employment Centre to Students, Job Seekers, Industry Apprentices and Employers through attendance and presentation at:</p> <ul style="list-style-type: none"> - Career Expos; - MTA and other industry events; - School Open Days; - Cold calling. | |
| Total Weighting | | 100% |

Compliance Responsibilities

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- National Standards for Group Training Organisations
- Relevant legislation and regulations including Workplace Health & Safety and Equal Employment Opportunities.
- Industry codes.
- Training and Skills Commission Guidelines for Apprenticeships and Traineeships
- Federal Award - Vehicle Manufacturing, Repair, Services and Retail Award 2010
- MTA Values & Policy & Procedure

Knowledge, Skill and Experience Requirements

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| <p>Knowledge</p> <ul style="list-style-type: none"> • HSC • Degree/Diploma • Post-Graduate Qualifications • Trade Certificate • Industry Specific Qualifications | <p>Essential</p> <p>Working knowledge of Workplace Health & Safety</p> | <p>Preferred</p> <p>Sales & Marketing, Working with Youth</p> <p><i>Preferred and will be required to complete within 2 years of commencement:</i></p> <p>Cert III Field Officer</p> <p><i>Preferred and will be required to complete within 2 years of commencement:</i></p> <p>Cert IV in Occupational Health & Safety or Cert IV in Workplace Health & Safety</p> |
| <p>Skills</p> <p>Interpersonal Skills eg. Communication, Negotiation, Problem Solving, Conflict Resolution, Mentoring and Leadership, Analytical, Customer Service, Team work.</p> | <p>Essential</p> <ul style="list-style-type: none"> • Excellent interpersonal and relationship building skills. • Strong ability to identify opportunities and develop innovative solutions. | <p>Preferred</p> <ul style="list-style-type: none"> • Proven sales and marketing ability, business development experience and relationship building skills. |

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| | <ul style="list-style-type: none"> • Self managing with strong ability to manage diverse workloads and timeframes • High level of initiative and drive to succeed. • Result and outcome focused. • Negotiation and problem solving skills <p>Exceptional customer service Team Work</p> | <ul style="list-style-type: none"> • Case management experience, including performance management <p>Analytical Thinking and Report Writing</p> |
| Computer Software <ul style="list-style-type: none"> • Eg. Microsoft suite, E-mail, Internet, Student Records Management Database | Essential Microsoft Word Microsoft Excel Email Internet | Preferred JobReady Customer databases. |
| Technical Skills <ul style="list-style-type: none"> • Licences | Essential Drivers Licence | Preferred |
| Experience <ul style="list-style-type: none"> • Industry and/or field experience. | Essential | Preferred <ul style="list-style-type: none"> • Proven sales and marketing ability, business development experience • Experience working with youth, including mentoring • Case management experience, including performance management • |

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| | | <ul style="list-style-type: none"> • Experience working with the Australian Apprenticeships/Traineeships system and/or Automotive Industry |
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Frequent Contacts

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| Internal Contacts Includes organizational managers and employees. | All MTA Staff |
| External Contacts Includes customers, members, suppliers, Government bodies, industry groups, competitors. | Host Employers; MTA Members, RTOs; Secondary Schools; Apprenticeship Centres; Suppliers, TAFE SA and Apprenticeship Brokers |

Field Officer name: _____

Signature: _____

Date: _____